

Transcript: Pearl

Rojas-4662501428084736-6473873753292800

Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Uh, yeah, hi, Pearl. This is Don calling from provider's office. And how can I assist you? Uh, yeah, I need to check one claim's, uh, denial reason. That claim's denial reason? Yes. Okay, what's the name of the number? The callback number is 469-575-3839, extension 1513. I'm sorry, what, what number is that? Callback number. The callback number? Uh, yes. Uh, uh, what kind of information do you need? The member's name. Member's name is, uh, Beatrice Bentley. Beatrice Bentley? Yes. Okay, bear with me one moment. Spell that last name for me. Uh, last name is P for Paul, I for India, N for Nancy, L for Lima, E for Echo, Y for Yankee. Okay. And date of birth? Date of birth is May 28, 1962. And date of service? Uh, date of service is December 18th, 2024. The total billed amount is \$155.00 even. December of '24. Okay, so December 18th of 2024, the member didn't have active coverage. Okay. And can I get the patient, uh, eligibility period? Eligibility what? Eligibility. Uh, patient effective from which date of... They're effected of, uh, of... Effective from 2-26-24 to 11-24-24. 2-26-10-24 to 11-24-10-24. Okay. Is there, uh, any other, uh, coverage for this, active coverage for this member? No. Okay, so the 90-degree benefit is the primary for this member, right? 90-degree benefit is the preventative health. Um, this member also had APL for medical. APL for medical. Can I get the APL medical member ID number? I can transfer you over to them and they can provide that information to you, but I don't have it. Okay, uh, can you please transfer the call to that department? And before that, can I get a call reference number for this service? Of course. Call reference number Pearl R., um, 33125. 33125. Okay. So thank you very much, Miss Pearl. Thank you for this information. Have a nice day. You as well. Thank you so much. Bear, um, full cost of any charges. And can you please transfer the call to that APL department? Sure. Yeah, okay.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Uh, yeah, hi, Pearl. This is Don calling from provider's office.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Uh, yeah, I need to check one claim's, uh, denial reason.

Speaker speaker_0: That claim's denial reason?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, what's the name of the number?

Speaker speaker_1: The callback number is 469-575-3839, extension 1513.

Speaker speaker_0: I'm sorry, what, what number is that?

Speaker speaker_1: Callback number.

Speaker speaker_0: The callback number?

Speaker speaker_1: Uh, yes. Uh, uh, what kind of information do you need?

Speaker speaker_0: The member's name.

Speaker speaker_1: Member's name is, uh, Beatrice Bentley.

Speaker speaker_0: Beatrice Bentley?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, bear with me one moment. Spell that last name for me.

Speaker speaker_1: Uh, last name is P for Paul, I for India, N for Nancy, L for Lima, E for Echo, Y for Yankee.

Speaker speaker_0: Okay . And date of birth?

Speaker speaker_1: Date of birth is May 28, 1962.

Speaker speaker_0: And date of service?

Speaker speaker_1: Uh, date of service is December 18th, 2024. The total billed amount is \$155.00 even.

Speaker speaker_0: December of '24. Okay, so December 18th of 2024, the member didn't have active coverage.

Speaker speaker_1: Okay. And can I get the patient, uh, eligibility period?

Speaker speaker_0: Eligibility what?

Speaker speaker_1: Eligibility. Uh, patient effective from which date of...

Speaker speaker_0: They're effected of, uh, of... Effective from 2-26-24 to 11-24-24.

Speaker speaker_1: 2-26-10-24 to 11-24-10-24. Okay. Is there, uh, any other, uh, coverage for this, active coverage for this member?

Speaker speaker_0: No.

Speaker speaker_1: Okay, so the 90-degree benefit is the primary for this member, right?

Speaker speaker_0: 90-degree benefit is the preventative health. Um, this member also had APL for medical.

Speaker speaker_1: APL for medical. Can I get the APL medical member ID number?

Speaker speaker_0: I can transfer you over to them and they can provide that information to you, but I don't have it.

Speaker speaker_1: Okay, uh, can you please transfer the call to that department? And before that, can I get a call reference number for this service?

Speaker speaker_0: Of course. Call reference number Pearl R., um, 33125.

Speaker speaker_1: 33125. Okay. So thank you very much, Miss Pearl. Thank you for this information. Have a nice day.

Speaker speaker_0: You as well. Thank you so much. Bear, um, full cost of any charges.

Speaker speaker_1: And can you please transfer the call to that APL department?

Speaker speaker_0: Sure.

Speaker speaker_1: Yeah, okay.