

Transcript: Pearl

Rojas-5193507870654464-5394255917137920

Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who have the pleasure of speaking with? My name is Everett. And how can I assist you? I, um, wanted to, uh, check to see if, uh, information has been, um, sent over for a claim we filed for a patient of ours. Okay. Um, what is the member's name? Uh, Jennie Mason. J-E-N-N-Y? Uh, J-E-N-N-I-E. M-A... And then Mason. M-A-S-O-N? Yes. All right. And date of birth? Date of birth, December 11th, 1995. And date of service? January 22nd, 2025. Okay. And what kind of claim was this? Um, this was a, uh, dental, um, exam and cleaning. Okay. So, they were active for dental before the date of service. Let me get you over to the insurance carrier so they can assist you with that claim status. Well, I, I know what the status is. I just wanted to check if they've been sent the el- the enrollment information and the eligibility information. So, that's information they would have, um, and American Public Life would have if you received an exclamation of benefits stating that more information was required. Um, that's something they send while the claim is being processed. Um, but if, if you already spoke with them about the claims status, she was active that day, it's just literally waiting for processing. Okay. So, she was active. Yes, sir. Has that been sent over to them, though? 'Cause that's... It, it sounds like that's something, not something that I can inform them of. Like, I, I was told that they, they need to be sent that electronically from you guys. And you were told that by APL? Yes. They... That information, they should have. The preme- the, the coverage was active, so they should have the premium information, the coverage information. Um, the claims do... can take up to 90 days to be processed. Um, so, it's just processing time now. Uh-huh. They should have the, the information is what I'm saying. The p- the premium is active. It was active that day. It just takes time for the processing. Okay. I'm just writing this down. So, she was active. APL should have that information already, and the processing takes up to 90 days. Yes, sir. Okay. Um, may I have your name one more time please? Pearl. Pearl. May I have a reference number for the call, please? Of course. It's Pearl R. 021225. Okay. Okay. Thank you, Pearl. No problem. Call me. Thank you for calling. You have a great day. You, too.

Conversation Format

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

Speaker speaker_1: My name is Everett.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: I, um, wanted to, uh, check to see if, uh, information has been, um, sent over for a claim we filed for a patient of ours.

Speaker speaker_0: Okay. Um, what is the member's name?

Speaker speaker_1: Uh, Jennie Mason.

Speaker speaker_0: J-E-N-N-Y?

Speaker speaker_1: Uh, J-E-N-N-I-E.

Speaker speaker_0: M-A... And then Mason. M-A-S-O-N?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. And date of birth?

Speaker speaker_1: Date of birth, December 11th, 1995.

Speaker speaker_0: And date of service?

Speaker speaker_1: January 22nd, 2025.

Speaker speaker_0: Okay. And what kind of claim was this?

Speaker speaker_1: Um, this was a, uh, dental, um, exam and cleaning.

Speaker speaker_0: Okay. So, they were active for dental before the date of service. Let me get you over to the insurance carrier so they can assist you with that claim status.

Speaker speaker_1: Well, I, I know what the status is. I just wanted to check if they've been sent the el- the enrollment information and the eligibility information.

Speaker speaker_0: So, that's information they would have, um, and American Public Life would have if you received an exclamation of benefits stating that more information was required. Um, that's something they send while the claim is being processed. Um, but if, if you already spoke with them about the claims status, she was active that day, it's just literally waiting for processing.

Speaker speaker_1: Okay. So, she was active.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Has that been sent over to them, though? 'Cause that's... It, it sounds like that's something, not something that I can inform them of. Like, I, I was told that they, they need to be sent that electronically from you guys.

Speaker speaker_0: And you were told that by APL?

Speaker speaker_1: Yes.

Speaker speaker_0: They... That information, they should have. The preme- the, the coverage was active, so they should have the premium information, the coverage information. Um, the claims do... can take up to 90 days to be processed. Um, so, it's just processing time

now.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: They should have the, the information is what I'm saying. The p- the premium is active. It was active that day. It just takes time for the processing.

Speaker speaker_1: Okay. I'm just writing this down. So, she was active. APL should have that information already, and the processing takes up to 90 days.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. Um, may I have your name one more time please?

Speaker speaker_0: Pearl.

Speaker speaker_1: Pearl. May I have a reference number for the call, please?

Speaker speaker_0: Of course. It's Pearl R. 021225.

Speaker speaker_1: Okay. Okay. Thank you, Pearl.

Speaker speaker_0: No problem. Call me. Thank you for calling. You have a great day.

Speaker speaker_1: You, too.