

Transcript: Pearl

Rojas-5234812321841152-5305288641527808

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits In A Card. My name is Pearl who does this look like you're speaking with? Um, this is Jessica. I believe I just spoke with you. And how can I assist you? Okay. Um, I'm calling back about Jared Dobbins. Okay. Um, I was... You know, I called... Do you, do you remember? Yes. Okay. Well, you know, you transferred me over to the APL. She told me that in their system, that everything is still pending because they're waiting on Benefits In A Card to send over whatever needs to be sent over to release, whether there's... you know, whether there's payment or what. And she said like on their end, it still shows that he has coverage. And I know you said on your end, it's saying that it's not active. Um, give me one moment. I'm gonna place you on a brief hold. Okay. Okay. Thank you so much for holding, Ms. Jessica. So, I just want to confirm what APL told you again so I can give this information to the right person and, and try to get a response right now. Um- Um, the woman from APL said that they were waiting on the... She said the... like, the go ahead from your company to be able to like release the money. So she said on their end he has two claims and they both say pending. And then she said also it says that he has active coverage. Okay. Oh, gosh. Give me one moment. I'm gonna reach out to another, um, tech on the floor that helps us with these kinds of situations and see if I can get a, um, a-Just like some kind of where we go. Because as far as our system- Okay. We're showing inactive. Um, but let me go ahead and reach out to them and I'll- Oh. ... be right back with you. Okay. Um, and then your last name is Dobbins, correct? Yes. Let's pull his account back up here... Okay, bear with me one moment. I'm going to place you on another brief hold. Okay. Thank you so much for holding, Ms. Jessica, okay, so I did get a little bit of intel here. So just because the pro- the process takes a bit of time in between receiving premium streams, getting paid to where they need to go, um, it could, uh, it could be that today's system with APL hasn't updated yet. With the information that we have, um, that the coverage isn't active, it can take up to 90 days for the claims to be processed out, um, and you guys given a answer whether it was covered or not, it can take up to 90 days. So, it would just depend on you guys if you guys want to wait those 90 days and see what is said from APL once they do get the systems and all the changes updated, or if you wanted, I don't know how that, how you guys work to be able to send bills out or however. Um, it just depends on you guys whether you guys wanna wait those 90 days or not. Okay. But you're showing on 12/19 he didn't have coverage? Correct. Okay. What about, could you tell me about 12/12, or... I don't know if you're allowed to? Yes, of course. Give me one second. 12/12, no coverage as well. He hasn't had active coverage since December 2nd. That was, um... Okay. So December 1st was the last day of active coverage. Gotcha. Okay. Thank you for your help. No problem. Thank you so much for calling. You have a great day. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits In A Card. My name is Pearl who does this look like you're speaking with?

Speaker speaker_2: Um, this is Jessica. I believe I just spoke with you.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Okay. Um, I'm calling back about Jared Dobbins.

Speaker speaker_1: Okay.

Speaker speaker_2: Um, I was... You know, I called... Do you, do you remember?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. Well, you know, you transferred me over to the APL. She told me that in their system, that everything is still pending because they're waiting on Benefits In A Card to send over whatever needs to be sent over to release, whether there's... you know, whether there's payment or what. And she said like on their end, it still shows that he has coverage. And I know you said on your end, it's saying that it's not active.

Speaker speaker_1: Um, give me one moment. I'm gonna place you on a brief hold.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: Thank you so much for holding, Ms. Jessica. So, I just want to confirm what APL told you again so I can give this information to the right person and, and try to get a response right now. Um-

Speaker speaker_2: Um, the woman from APL said that they were waiting on the... She said the... like, the go ahead from your company to be able to like release the money. So she said on their end he has two claims and they both say pending. And then she said also it says that he has active coverage.

Speaker speaker_1: Okay.

Speaker speaker_3: Oh, gosh.

Speaker speaker_1: Give me one moment. I'm gonna reach out to another, um, tech on the floor that helps us with these kinds of situations and see if I can get a, um, a-

Speaker speaker_4: Just like some kind of where we go. Because as far as our system-

Speaker speaker_5: Okay.

Speaker speaker_4: We're showing inactive. Um, but let me go ahead and reach out to them and I'll-

Speaker speaker_5: Oh.

Speaker speaker_4: ... be right back with you.

Speaker speaker_5: Okay.

Speaker speaker_4: Um, and then your last name is Dobbins, correct?

Speaker speaker_5: Yes.

Speaker speaker_4: Let's pull his account back up here... Okay, bear with me one moment. I'm going to place you on another brief hold.

Speaker speaker_5: Okay.

Speaker speaker_1: Thank you so much for holding, Ms. Jessica, okay, so I did get a little bit of intel here. So just because the pro- the process takes a bit of time in between receiving premium streams, getting paid to where they need to go, um, it could, uh, it could be that today's system with APL hasn't updated yet. With the information that we have, um, that the coverage isn't active, it can take up to 90 days for the claims to be processed out, um, and you guys given a answer whether it was covered or not, it can take up to 90 days. So, it would just depend on you guys if you guys want to wait those 90 days and see what is said from APL once they do get the systems and all the changes updated, or if you wanted, I don't know how that, how you guys work to be able to send bills out or however. Um, it just depends on you guys whether you guys wanna wait those 90 days or not.

Speaker speaker_6: Okay. But you're showing on 12/19 he didn't have coverage?

Speaker speaker_1: Correct.

Speaker speaker_6: Okay. What about, could you tell me about 12/12, or... I don't know if you're allowed to?

Speaker speaker_1: Yes, of course. Give me one second. 12/12, no coverage as well. He hasn't had active coverage since December 2nd. That was, um...

Speaker speaker_6: Okay.

Speaker speaker_1: So December 1st was the last day of active coverage.

Speaker speaker_6: Gotcha. Okay. Thank you for your help.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_6: Bye-bye.