

## Transcript: Pearl

**Rojas-5705260385222656-6148155097530368**

### Full Transcript

Hi, good morning. Thank you for calling Benefits in a Card, my name is Pearl, and I look like you're speaking with- Oh, hi Pearl, this is Tracy with APL. How are you today? I am great, and yourself? I'm doing great, thank you. So I have an insured or a former insured on the line who is calling regarding, uh, a premium because we do not show that premium was received for a particular date of service for her. The lady's name is Lindsay Bailer, B-A-I-L-E-R. Uh, give me just one second and I'll give you her social. Or the last four, I should say. It is 5727, and this was with Creative Circle according to my records. Okay. You can go ahead and put her through and I'll, um, see what's going on on her side. Perfect, Pearl, thank you so much. It was nice talking to you. I hope you have a great day. You as well. Thank you. Bye-bye. Bye. Hello, Ms. Bailer? Hi. Hi, my name is Pearl with Benefits in a Card, um, the rep from APL was telling me you were having some questions about a date of service? Yes. Okay, what is your... If you can confirm the naming of your staff agency and the last four of your social? Um, Creative Circle and 5727. Okay. And what is your address and date of birth? Uh, 210 Rocheambeau Ave, Providence, Rhode Island, 02906, and May 5th, 1992. Okay, can I have your phone number as 401-447-2155? Yes. May I have your email address as lindsaybailer@gmortal.com? Yes. Okay. And... Or which date of service, um, are you having issues with? Uh, 10/21. Of '24? Yes. Sorry. Okay. And I have, I have you with active coverage that day. What kind of appointment was it? Um, it was just a, uh, annual gynecologist appointment. Okay. And were you told- It was covered the year before. It was covered the year before? Oh. Yeah. Hmm, let me take a look. 'Cause you did have active coverage that day. Um, it could simply be that- Yeah. Mm-hmm. It could just simply be that that service isn't covered under your plan. Okay. Well, I'm seeing it's... I'm sure you're seeing it too, it's just saying that the premium was not received, so... But if it was, should I just have them, like, resubmit it and see or something? Um, you can. 'Cause I do see you with active coverage for the whole month of October. There's not one date that we don't have you active. Yeah, so maybe it was, like, some kind of mistake or... Oh, can you... Give me one moment. Okay. Yeah, 'cause that day I, I was, um... I wa- I had switched back screens. Yeah, that day you had medical coverage, so, um, it could've been that something went wrong. Um, they made a mistake or something, um, 'cause that date you did have active medical coverage. You no longer have medical, but you did on that date. Yeah. Okay. Okay. So... Yeah, should I, like, call them and have them resubmit it since the notes are saying I didn't have coverage? So... Yeah, that's just odd. Um, question. Did, did the lady from APL say you didn't have coverage for that date as well? No, she just connected me to you. Um, okay. I don't know what's going on. Um, let me... 'Cause she would be able to, they would be the ones that, to tell you if that service that you received is covered by your, your plan. Um, so I'm not sure why she sent us. Well, I mean, I know why she sent you to, to me because you said the premium, well, you

were told the premium wasn't received which that I can confirm or not. Um, but- Okay. ... it could be, it could be one of two things. Either there was an error when they filed the claim or the service that you received is not a covered service for the plan that you had. Okay. So, I'm gonna get you back over to APL and, uh, just tell them simply that, um, um, that you want to know if this, that service, your, uh, annual gyno- appointment is a covered service for the plan you had in October. Um, and then they can re-, either confirm or deni- or confirm or, or say no, it's not a covered service. And then you, if it's not a covered service, you have saved... You would not have to call your doctor's office. And then if it is a covered service, you can give them a call and have them refile that. Okay. Great. Thank you. No problem. Bear with me one moment.

## Conversation Format

Speaker speaker\_0: Hi, good morning. Thank you for calling Benefits in a Card, my name is Pearl, and I look like you're speaking with-

Speaker speaker\_1: Oh, hi Pearl, this is Tracy with APL. How are you today?

Speaker speaker\_0: I am great, and yourself?

Speaker speaker\_1: I'm doing great, thank you. So I have an insured or a former insured on the line who is calling regarding, uh, a premium because we do not show that premium was received for a particular date of service for her. The lady's name is Lindsay Bailer, B-A-I-L-E-R. Uh, give me just one second and I'll give you her social. Or the last four, I should say. It is 5727, and this was with Creative Circle according to my records.

Speaker speaker\_0: Okay. You can go ahead and put her through and I'll, um, see what's going on on her side.

Speaker speaker\_1: Perfect, Pearl, thank you so much. It was nice talking to you. I hope you have a great day.

Speaker speaker\_0: You as well.

Speaker speaker\_1: Thank you. Bye-bye.

Speaker speaker\_0: Bye. Hello, Ms. Bailer?

Speaker speaker\_2: Hi.

Speaker speaker\_0: Hi, my name is Pearl with Benefits in a Card, um, the rep from APL was telling me you were having some questions about a date of service?

Speaker speaker\_2: Yes.

Speaker speaker\_0: Okay, what is your... If you can confirm the naming of your staff agency and the last four of your social?

Speaker speaker\_2: Um, Creative Circle and 5727.

Speaker speaker\_0: Okay. And what is your address and date of birth?

Speaker speaker\_2: Uh, 210 Rocheambeau Ave, Providence, Rhode Island, 02906, and May 5th, 1992.

Speaker speaker\_0: Okay, can I have your phone number as 401-447-2155?

Speaker speaker\_2: Yes.

Speaker speaker\_0: May I have your email address as lindsaybailer@gmortal.com?

Speaker speaker\_2: Yes.

Speaker speaker\_0: Okay. And... Or which date of service, um, are you having issues with?

Speaker speaker\_2: Uh, 10/21.

Speaker speaker\_0: Of '24?

Speaker speaker\_2: Yes. Sorry.

Speaker speaker\_0: Okay. And I have, I have you with active coverage that day. What kind of appointment was it?

Speaker speaker\_2: Um, it was just a, uh, annual gynecologist appointment.

Speaker speaker\_0: Okay. And were you told-

Speaker speaker\_2: It was covered the year before.

Speaker speaker\_0: It was covered the year before?

Speaker speaker\_2: Oh. Yeah.

Speaker speaker\_0: Hmm, let me take a look. 'Cause you did have active coverage that day. Um, it could simply be that-

Speaker speaker\_2: Yeah.

Speaker speaker\_0: Mm-hmm. It could just simply be that that service isn't covered under your plan.

Speaker speaker\_2: Okay. Well, I'm seeing it's... I'm sure you're seeing it too, it's just saying that the premium was not received, so... But if it was, should I just have them, like, resubmit it and see or something?

Speaker speaker\_0: Um, you can. 'Cause I do see you with active coverage for the whole month of October. There's not one date that we don't have you active.

Speaker speaker\_2: Yeah, so maybe it was, like, some kind of mistake or...

Speaker speaker\_0: Oh, can you... Give me one moment.

Speaker speaker\_2: Okay.

Speaker speaker\_0: Yeah, 'cause that day I, I was, um... I wa- I had switched back screens. Yeah, that day you had medical coverage, so, um, it could've been that something went wrong. Um, they made a mistake or something, um, 'cause that date you did have active medical coverage. You no longer have medical, but you did on that date.

Speaker speaker\_2: Yeah. Okay. Okay. So... Yeah, should I, like, call them and have them resubmit it since the notes are saying I didn't have coverage? So... Yeah, that's just odd.

Speaker speaker\_0: Um, question. Did, did the lady from APL say you didn't have coverage for that date as well?

Speaker speaker\_2: No, she just connected me to you.

Speaker speaker\_0: Um, okay.

Speaker speaker\_2: I don't know what's going on.

Speaker speaker\_0: Um, let me... 'Cause she would be able to, they would be the ones that, to tell you if that service that you received is covered by your, your plan. Um, so I'm not sure why she sent us. Well, I mean, I know why she sent you to, to me because you said the premium, well, you were told the premium wasn't received which that I can confirm or not. Um, but-

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... it could be, it could be one of two things. Either there was an error when they filed the claim or the service that you received is not a covered service for the plan that you had.

Speaker speaker\_2: Okay.

Speaker speaker\_0: So, I'm gonna get you back over to APL and, uh, just tell them simply that, um, um, that you want to know if this, that service, your, uh, annual gyno- appointment is a covered service for the plan you had in October. Um, and then they can re-, either confirm or deni- or confirm or, or say no, it's not a covered service. And then you, if it's not a covered service, you have saved... You would not have to call your doctor's office. And then if it is a covered service, you can give them a call and have them refile that.

Speaker speaker\_2: Okay. Great. Thank you.

Speaker speaker\_0: No problem. Bear with me one moment.