

Transcript: Pearl

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Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who may I know I'm pleasure speaking with? Hi, my name is Jamie Cunningham. I'm calling on behalf of my husband, Ryan Cunningham. Okay. And how can I help you today? Um, I'm calling... I'm calling because we received a, um, his hospital bill information and you guys had declined the services because it was submitted outside of the deadline. And, um, that... That would be on the hospital and as soon as we received our bill, is like the very next day that we got notified from the hospital that we had our bills, we got the letter stating that you guys declined it. So, um, I... I've been trying to get this figured out since last week and they just keep on transferring me everywhere. Okay. And what is... Do you know the name of the plan that he's in? Um, the... Is that the group name? Um, no. The one name does 90-Degree Benefit Plan. Or- 90-Degree Benefit Plan. The 90-Degree Benefit Plan. So the 90-Degree Benefit Plan, that's a preventative health plan. Um, let me see. Are you... Do you know... Are you on the account with him? Are you a dependent on his account with coverage? No, I'm not. Okay. I would need to speak with him to access his account to make sure. Um, does that card that you have, does it have, um, like the vision on it as well and it says, um, I believe it says Elixir? On the back part, yeah. Okay. So yeah, that card is for preventative health services only. If he has a medical card, it would be f- um, through American Public Life. That would be the... Where you would submit the claim for, for his hospital stay. Um, but the card that you're mentioning to me right now sounds like his preventative health card, which only covers preventative services like his annual physical, immunizations, STD screenings, some cancer screenings, things like that. Okay. So, it covers nothing from the hospital? Correct. Wow. All right. Thank you. No problem. You have a great day. Thank you. Bye.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who may I know I'm pleasure speaking with?

Speaker speaker_1: Hi, my name is Jamie Cunningham. I'm calling on behalf of my husband, Ryan Cunningham.

Speaker speaker_0: Okay. And how can I help you today?

Speaker speaker_1: Um, I'm calling... I'm calling because we received a, um, his hospital bill information and you guys had declined the services because it was submitted outside of the deadline. And, um, that... That would be on the hospital and as soon as we received our bill, is

like the very next day that we got notified from the hospital that we had our bills, we got the letter stating that you guys declined it. So, um, I... I've been trying to get this figured out since last week and they just keep on transferring me everywhere.

Speaker speaker_0: Okay. And what is... Do you know the name of the plan that he's in?

Speaker speaker_1: Um, the... Is that the group name?

Speaker speaker_0: Um, no. The one name does 90-Degree Benefit Plan.

Speaker speaker_1: Or-

Speaker speaker_0: 90-Degree Benefit Plan.

Speaker speaker_1: The 90-Degree Benefit Plan.

Speaker speaker_0: So the 90-Degree Benefit Plan, that's a preventative health plan. Um, let me see. Are you... Do you know... Are you on the account with him? Are you a dependent on his account with coverage?

Speaker speaker_1: No, I'm not.

Speaker speaker_0: Okay. I would need to speak with him to access his account to make sure. Um, does that card that you have, does it have, um, like the vision on it as well and it says, um, I believe it says Elixir?

Speaker speaker_1: On the back part, yeah.

Speaker speaker_0: Okay. So yeah, that card is for preventative health services only. If he has a medical card, it would be f- um, through American Public Life. That would be the... Where you would submit the claim for, for his hospital stay. Um, but the card that you're mentioning to me right now sounds like his preventative health card, which only covers preventative services like his annual physical, immunizations, STD screenings, some cancer screenings, things like that.

Speaker speaker_1: Okay. So, it covers nothing from the hospital?

Speaker speaker_0: Correct.

Speaker speaker_1: Wow. All right. Thank you.

Speaker speaker_0: No problem. You have a great day.

Speaker speaker_1: Thank you. Bye.