Transcript: Pearl Rojas-6025328097542144-4981665741455360

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who did I ƒeblu-- was just speaking with? Hi, my name is Jessica. And how can I assist you? Um, I'm calling from a dental office. Um, we received an EOB on a patient and... I- Okay. What's the member's name? Okay. Jarad, J-A-R-A-D. And my- And last name? ... name is Dobbins, D-O-B-B-I-N-S. And date of birth? Date of birth is 7-30-2003. Okay. And date of service? Um, this EOB is for date of service 12-19-2024. Yeah. Yeah, let's take a look. So the member didn't have active coverage on that day. Okay. So no coverage on that day. Mm-hmm. When... Can you tell when he became active? Mm. He... Let's see. Give me one second. Because it looks like we've seen him on 12/19 as well and we haven't received anything on that. So he had dental coverage from November 18th until the 1st of December. Um, give me one second to fix it. Mm-hmm. Just check. Like, the EOB that I got back, it says, "We are awaiting information to confirm eligibility from Benefits in a Card. Upon receipt of this information, we will continue processing your claim. If you have any questions, please call Benefits in a Card at, at your number." Yes, ma'am. Um, he, he didn't have active coverage that day. I can get you over to the insurance carrier and they- Okay. ... can give you more details about the claim, because we can only, we can only verify so much information. Right. And so what, what is... Uh, what do y'all do? Y'all are just like a maintenance? Um... Well, so we're the, we're the healthcare administrators, so we do the enrollments, the changes, cancellations, um, all of that kind of stuff. Okay. Yep. And then we'll be able to confirm if they had coverage or not after that certain day. Um, for that day, it looks like he didn't have coverage, but I can get... Definitely transfer you over to the insurance carrier and then we'll be able to give you more detail about that claim. Okay. Thank you. No problem. Thank you so much for calling. You have a great day.

Conversation Format

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

Speaker speaker_1: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who did I ƒeblu-- was just speaking with?

Speaker speaker_2: Hi, my name is Jessica.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Um, I'm calling from a dental office. Um, we received an EOB on a patient and... I-

Speaker speaker_1: Okay. What's the member's name?

Speaker speaker_2: Okay. Jarad, J-A-R-A-D. And my-

Speaker speaker_1: And last name?

Speaker speaker_2: ... name is Dobbins, D-O-B-B-I-N-S.

Speaker speaker_1: And date of birth?

Speaker speaker_2: Date of birth is 7-30-2003.

Speaker speaker_1: Okay. And date of service?

Speaker speaker_2: Um, this EOB is for date of service 12-19-2024. Yeah.

Speaker speaker_1: Yeah, let's take a look. So the member didn't have active coverage on that day.

Speaker speaker_2: Okay. So no coverage on that day.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: When... Can you tell when he became active?

Speaker speaker_1: Mm. He... Let's see. Give me one second.

Speaker speaker_2: Because it looks like we've seen him on 12/19 as well and we haven't received anything on that.

Speaker speaker_1: So he had dental coverage from November 18th until the 1st of December. Um, give me one second to fix it. Mm-hmm. Just check.

Speaker speaker_2: Like, the EOB that I got back, it says, "We are awaiting information to confirm eligibility from Benefits in a Card. Upon receipt of this information, we will continue processing your claim. If you have any questions, please call Benefits in a Card at, at your number."

Speaker speaker_1: Yes, ma'am. Um, he, he didn't have active coverage that day. I can get you over to the insurance carrier and they-

Speaker speaker_2: Okay.

Speaker speaker_1: ... can give you more details about the claim, because we can only, we can only verify so much information.

Speaker speaker_2: Right. And so what, what is... Uh, what do y'all do? Y'all are just like a maintenance?

Speaker speaker_1: Um... Well, so we're the, we're the healthcare administrators, so we do the enrollments, the changes, cancellations, um, all of that kind of stuff.

Speaker speaker_2: Okay.

Speaker speaker_1: Yep. And then we'll be able to confirm if they had coverage or not after that certain day. Um, for that day, it looks like he didn't have coverage, but I can get... Definitely transfer you over to the insurance carrier and then we'll be able to give you more detail about that claim.

Speaker speaker_2: Okay. Thank you.

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