

Transcript: Pearl

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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 speaking with? Laura. And how can I assist you, Miss Laura? I had a question about a claim. Okay. And where are you calling from today? Prisma Health. Okay. And what is the name of the member? Brittany Anderson. Okay. Date of birth? 12/10/91. And it's Brittany, B-R-I-T-T-N-E-Y? A-N-Y. And you said 12/10? 91. And do you know if that's a dependent or a policyholder? Uh... Got her listed as primary. She's 33. I'm not showing an account with her name and date of birth. And you're Benefits with a Card? Benefits in a Card, yes, ma'am. Okay. 'Cause we received, uh, zero pay from APL, um, what does it stand for? Okay. Um, yes. APL is the medical, the hospital indemnity provider as long as, as well with dental. Um, if you'd like I can get you over there and see if they can ans-, they can find her account and get you more questions answered. Well, the reason I'm calling is because it, they sent a claim and they said, "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, call Benefits in a Card at this number" that I called. Um, yes, ma'am. I would be able to confirm if she had active coverage or not on the deed of service, but as far as the actual claim, um, you have to speak with APL. Okay. But they're waiting on information from you to confirm eligibility? That's what it says. Yes, ma'am. I, I understand that. Bear with me one moment. Thank you so much for holding, Ms. Laura. So yes, I w- I confirmed with our, um, support on the floor, so when we do find an account, which at the moment I'm not finding an account, what we, what we're able to confirm is what coverage the- the member has and if it's active or not, um, to know where to transfer you. Um, but I offered to transfer you to APL 'cause that's the letter you're reading off to me. Um, so we can try tr- uh, transferring you then to them, see if they can find an account with your information. Um, but unfortunately because I can't pull up an account, there's not really anything else I can provide to you. Okay. Can you pull it up by name and date of birth if you can't pull it up by AID? That's what you gave me, the name and date of birth, and I'm not finding an account with it. Okay. Did you try with the ID? The member's policy ID number doesn't work for us. Their- this is in a separate system with that ID number. Okay. Is it the DE, D43715858? No, ma'am. We don't use the ID numbers that are on those cards. Those are for A- American Public Life, for APL. Okay. Are you an I... Okay. Benefits in a card, is IMA different from benefits in a card? Yes, ma'am. IMA is- is 90, now 90 Degree Benefits and their preventative health plan. Okay. I don't... Okay. How... Let me talk to APL then, 'cause I don't understand why they would put that on there if this is not even your patient. I'm not sure why the information isn't coming up, but I can definitely transfer you to them and see if they have her in their system. Well, what's their call reference? Um, Pearl R. Okay. 010225. All right. All right. Thank you so much for calling. You have a great day. You too.

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 speaking with?

Speaker speaker_2: Laura.

Speaker speaker_1: And how can I assist you, Miss Laura?

Speaker speaker_2: I had a question about a claim.

Speaker speaker_1: Okay. And where are you calling from today?

Speaker speaker_2: Prisma Health.

Speaker speaker_1: Okay. And what is the name of the member?

Speaker speaker_2: Brittany Anderson.

Speaker speaker_1: Okay. Date of birth?

Speaker speaker_2: 12/10/91.

Speaker speaker_1: And it's Brittany, B-R-I-T-T-N-E-Y?

Speaker speaker_2: A-N-Y.

Speaker speaker_1: And you said 12/10?

Speaker speaker_2: 91.

Speaker speaker_1: And do you know if that's a dependent or a policyholder?

Speaker speaker_2: Uh... Got her listed as primary. She's 33.

Speaker speaker_1: I'm not showing an account with her name and date of birth.

Speaker speaker_2: And you're Benefits with a Card?

Speaker speaker_1: Benefits in a Card, yes, ma'am.

Speaker speaker_2: Okay. 'Cause we received, uh, zero pay from APL, um, what does it stand for?

Speaker speaker_1: Okay. Um, yes. APL is the medical, the hospital indemnity provider as long as, as well with dental. Um, if you'd like I can get you over there and see if they can ans-, they can find her account and get you more questions answered.

Speaker speaker_2: Well, the reason I'm calling is because it, they sent a claim and they said, "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, call Benefits in a Card at this number" that I called.

Speaker speaker_1: Um, yes, ma'am. I would be able to confirm if she had active coverage or not on the deed of service, but as far as the actual claim, um, you have to speak with APL.

Speaker speaker_2: Okay. But they're waiting on information from you to confirm eligibility? That's what it says.

Speaker speaker_1: Yes, ma'am. I, I understand that. Bear with me one moment. Thank you so much for holding, Ms. Laura. So yes, I w- I confirmed with our, um, support on the floor, so when we do find an account, which at the moment I'm not finding an account, what we, what we're able to confirm is what coverage the- the member has and if it's active or not, um, to know where to transfer you. Um, but I offered to transfer you to APL 'cause that's the letter you're reading off to me. Um, so we can try tr- uh, transferring you then to them, see if they can find an account with your information. Um, but unfortunately because I can't pull up an account, there's not really anything else I can provide to you.

Speaker speaker_2: Okay. Can you pull it up by name and date of birth if you can't pull it up by AID?

Speaker speaker_1: That's what you gave me, the name and date of birth, and I'm not finding an account with it.

Speaker speaker_2: Okay. Did you try with the ID?

Speaker speaker_1: The member's policy ID number doesn't work for us. Their- this is in a separate system with that ID number.

Speaker speaker_2: Okay. Is it the DE, D43715858?

Speaker speaker_1: No, ma'am. We don't use the ID numbers that are on those cards. Those are for A- American Public Life, for APL.

Speaker speaker_2: Okay. Are you an I... Okay. Benefits in a card, is IMA different from benefits in a card?

Speaker speaker_1: Yes, ma'am. IMA is- is 90, now 90 Degree Benefits and their preventative health plan.

Speaker speaker_2: Okay. I don't... Okay. How... Let me talk to APL then, 'cause I don't understand why they would put that on there if this is not even your patient.

Speaker speaker_1: I'm not sure why the information isn't coming up, but I can definitely transfer you to them and see if they have her in their system.

Speaker speaker_2: Well, what's their call reference?

Speaker speaker_1: Um, Pearl R.

Speaker speaker_2: Okay.

Speaker speaker_1: 010225.

Speaker speaker_2: All right.

Speaker speaker_1: All right. Thank you so much for calling. You have a great day.

Speaker speaker_2: You too.