

Transcript: Pearl

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Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who did I put as speaking with? This is Kennedy. And how can I assist you? Um, I am calling 'cause I have two patients, um, who have dental policies through APL. Um, and they told me I need to call you guys to confirm eligibility so they will process a claim. Okay. Um, what's the name? What's... I'm sorry, you said your name was Kennedy, correct? Y- yes. What's the name of the first type of patient member? Um, it's, um, Aubri. That's A-U-B-R-I Sullivan. Okay. Now, is that the policyholder or the... or a dependent? Dependent. Okay. What's the policyholder's name? Marcellia, which is M-A-R-C-E-L-L-I-A Sullivan. All righty. And date of birth? Um, for which one, the policyholder or the dependent? Policyholder. Uh, 7/28/85. All righty. And, okay, do we have an Aubri here? Take a look. And what's the... and today's the date of service? No, date of service is 3/4/25. 3/4/25. Okay. The member did have active coverage. Let me go ahead and get you over to the insurance carrier to, to check on that claim. Okay? Um, so I just spoke with them. Um, and they told me to call you guys because they needed eligibility from you. Hm. Yeah, 'cause we don't, we don't handle claims at all. We can confirm that they have active coverage, um, but the ones that process- Do you need to- ... and take care of the claims is them. Okay, so you can confirm with them? Because they're needing confirmation from you guys that they're eligible. I mean, as long as... if we are showing active in our system, they're, they have that, that information to send to us. And once we receive the premium and it's showing active in our system, they have that information. Okay, so can you speak with them directly? I can try. Okay, so I can- Give me one moment. Okay. You too. Hi, Ms. Kennedy? Hey. Yeah, and confirming here, you said that the date of service was 3/4/25? Yes. And who, do you know, do you know who you spoke with at APL? Um, no. I just got off the phone with her at, like, two minutes before I called you. Um, and she basically just kept saying to me that we have to have eligibility from Benefits and a Card, which is also what we got in the EOB. Um, it says they're waiting for eligibility information from Benefits and a Card, um, and it asked me to call this number. Um, and that was- And the date of service for both members is 3/4/25? Uh, uh, it's for Aria and Aubrey. It's not for the, the subscriber. It's two dependents on that policy. Okay. So the date of service is for Aria and Aubrey. So we just- I don't think so. I'm ready to go. I'll give it to her. I feel like this is it. Hopefully. Thank you. Go ahead. Thank you. Okay, bear with me one moment. All right. Thank you. Okay. ... over today. Okay? I'm gonna need you to hold for just a second. Okay. Um, for- Oh, that's me. Okay. Um, let me have the name, okay? One second. All right. Thank you, sir. You're holding for Kennedy. So I'm talking with APL and they don't have a claim filed for either dependents for that date of service at all. Um, and then we have- Um, well, the lady I just, the lady I just talked to said that they did, and they said they're waiting on benefits. I'm, I'm not sure if... I, I'm not sure what happened to that. I'm not sure why you were told that, or you were told to give us a

call. And like I said, Ms. Tracy from APL that ha- that is in the claims department, said there is no claims filed. I can transfer you to her, so you can, um, get those claims filed and get them situated, but at the moment she- Okay, that'd be great. She's busy. Alrighty. Um, and then her name is Ms. Tracy, okay? Okay. All righty. I'll go ahead and put you through. Thank you so much for calling. Can I help you? Hey, Jamie? So when I was... All right. Miss Kennedy, I do have Ms. Tracy on the line with you. Hello? Yes. I have, um, Ms. Tracy on the line, so you can- Okay. ... talk to her, please. Hey. Um, this is Kennedy with Talon Creek and I just spoke with someone at your office, um, regarding two, uh, claims for these two dependents on the policy. And she told me that they have claims there, um, and that they're awaiting benefit information from, um, Benefits and a Card. Um, I even have the EOBs from you guys.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who did I put as speaking with?

Speaker speaker_1: This is Kennedy.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I am calling 'cause I have two patients, um, who have dental policies through APL. Um, and they told me I need to call you guys to confirm eligibility so they will process a claim.

Speaker speaker_0: Okay. Um, what's the name? What's... I'm sorry, you said your name was Kennedy, correct?

Speaker speaker_1: Y- yes.

Speaker speaker_0: What's the name of the first type of patient member?

Speaker speaker_1: Um, it's, um, Aubri. That's A-U-B-R-I Sullivan.

Speaker speaker_0: Okay. Now, is that the policyholder or the... or a dependent?

Speaker speaker_1: Dependent.

Speaker speaker_0: Okay. What's the policyholder's name?

Speaker speaker_1: Marcellia, which is M-A-R-C-E-L-L-I-A Sullivan.

Speaker speaker_0: All righty. And date of birth?

Speaker speaker_1: Um, for which one, the policyholder or the dependent?

Speaker speaker_0: Policyholder.

Speaker speaker_1: Uh, 7/28/85.

Speaker speaker_0: All righty. And, okay, do we have an Aubri here? Take a look. And what's the... and today's the date of service?

Speaker speaker_1: No, date of service is 3/4/25.

Speaker speaker_0: 3/4/25. Okay. The member did have active coverage. Let me go ahead and get you over to the insurance carrier to, to check on that claim. Okay?

Speaker speaker_1: Um, so I just spoke with them. Um, and they told me to call you guys because they needed eligibility from you.

Speaker speaker_0: Hm. Yeah, 'cause we don't, we don't handle claims at all. We can confirm that they have active coverage, um, but the ones that process-

Speaker speaker_1: Do you need to-

Speaker speaker_0: ... and take care of the claims is them.

Speaker speaker_1: Okay, so you can confirm with them? Because they're needing confirmation from you guys that they're eligible.

Speaker speaker_0: I mean, as long as... if we are showing active in our system, they're, they have that, that information to send to us. And once we receive the premium and it's showing active in our system, they have that information.

Speaker speaker_1: Okay, so can you speak with them directly?

Speaker speaker_2: I can try. Okay, so I can-

Speaker speaker_0: Give me one moment.

Speaker speaker_1: Okay.

Speaker speaker_3: You too.

Speaker speaker_0: Hi, Ms. Kennedy?

Speaker speaker_1: Hey.

Speaker speaker_0: Yeah, and confirming here, you said that the date of service was 3/4/25?

Speaker speaker_1: Yes.

Speaker speaker_0: And who, do you know, do you know who you spoke with at APL?

Speaker speaker_1: Um, no. I just got off the phone with her at, like, two minutes before I called you. Um, and she basically just kept saying to me that we have to have eligibility from Benefits and a Card, which is also what we got in the EOB. Um, it says they're waiting for eligibility information from Benefits and a Card, um, and it asked me to call this number. Um, and that was-

Speaker speaker_0: And the date of service for both members is 3/4/25?

Speaker speaker_1: Uh, uh, it's for Aria and Aubrey. It's not for the, the subscriber. It's two dependents on that policy.

Speaker speaker_0: Okay. So the date of service is for Aria and Aubrey. So we just-

Speaker speaker_4: I don't think so.

Speaker speaker_5: I'm ready to go.

Speaker speaker_4: I'll give it to her.

Speaker speaker_5: I feel like this is it.

Speaker speaker_4: Hopefully.

Speaker speaker_5: Thank you.

Speaker speaker_4: Go ahead.

Speaker speaker_5: Thank you.

Speaker speaker_0: Okay, bear with me one moment.

Speaker speaker_4: All right. Thank you.

Speaker speaker_0: Okay. ... over today. Okay?

Speaker speaker_5: I'm gonna need you to hold for just a second. Okay. Um, for-

Speaker speaker_1: Oh, that's me.

Speaker speaker_5: Okay.

Speaker speaker_0: Um, let me have the name, okay? One second. All right. Thank you, sir. You're holding for Kennedy. So I'm talking with APL and they don't have a claim filed for either dependents for that date of service at all. Um, and then we have-

Speaker speaker_1: Um, well, the lady I just, the lady I just talked to said that they did, and they said they're waiting on benefits.

Speaker speaker_0: I'm, I'm not sure if... I, I'm not sure what happened to that. I'm not sure why you were told that, or you were told to give us a call. And like I said, Ms. Tracy from APL that ha- that is in the claims department, said there is no claims filed. I can transfer you to her, so you can, um, get those claims filed and get them situated, but at the moment she-

Speaker speaker_1: Okay, that'd be great.

Speaker speaker_0: She's busy. Alrighty. Um, and then her name is Ms. Tracy, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: All righty. I'll go ahead and put you through. Thank you so much for calling.

Speaker speaker_6: Can I help you?

Speaker speaker_7: Hey, Jamie? So when I was...

Speaker speaker_8: All right. Miss Kennedy, I do have Ms. Tracy on the line with you.

Speaker speaker_1: Hello?

Speaker speaker_0: Yes. I have, um, Ms. Tracy on the line, so you can-

Speaker speaker_1: Okay.

Speaker speaker_0: ... talk to her, please.

Speaker speaker_1: Hey. Um, this is Kennedy with Talon Creek and I just spoke with someone at your office, um, regarding two, uh, claims for these two dependents on the policy. And she told me that they have claims there, um, and that they're awaiting benefit information from, um, Benefits and a Card. Um, I even have the EOBs from you guys.