

Transcript: Pearl

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Full Transcript

Thank you for calling APL. Your call may be monitored or recorded for quality assurance purposes. Your call may be monitored for quality assurance. If you know your party's extension, you may dial it now. If you are a medical or dental provider, press 1. For verification of benefits, questions about your claim or medical bill or if you need assistance filing a claim, press 2. For questions about group premium billing, press 3. For customer service or new business, ID cards, address changes or policy changes, press 4. If you're a broker calling for the broker resources team, press 7. To hear these options again, press #. The information provided during this call is only a description of benefits and not a guarantee of payment or eligibility. Benefits are based on eligibility, the date services are rendered and all plan provisions. Please hold for the next available representative. All of our representatives are currently assisting other customers. Please hold for the next available representative. Good afternoon. Thank you for calling APL. This is Tracy. How can I help you? Look at that, Ms. Tracy. We are just ta- call, talking all day today. My name is Pearl from Benefits and A Card. Oh, hey. We certainly are in both directions. Um, I just have a question. I have a member here that is showing active in our system, but when the dental office spoke with you guys, um, they were told that she wasn't active. What does the, um, so a provider's office called for eligibility and we showed that the member's not active? Yes. And I'm showing that this is her second week active. Okay. Okay? What is the full social for the subscriber? I can take a look. Okay. It is 4- I'm sorry, 045-77-7909. Mm-hmm. Mm-hmm. Okay. Let's see what I can locate. Mm. Okay, Pearl. And I'll need to verify a couple of things with you to make sure that we have the correct person. Um, what is the patient or the member's name? Eva Martin. Mm-hmm. Date of birth? 04/06/57. Okay. Well, that's not the date of birth that we have on file from our last policy. Hmm. But you verified her social. Um, but no. The pol- the only policy we currently have for her that's been issued as of now ha- has termed. But again, the date of birth is not... The same as the social. It's not 04/06. Okay. Yeah. Um. Hmm. So, um... So, um, I can connect you over to customer service, where the files are processed. But, I mean- I'll just reach out to our... Yeah. I'll just reach out to our main office and see what they want us to do, um, or what they can do about it. Mm-hmm. Okay. Um, that way we can have, I can have, uh, the record just quoted what we did. Yeah. And to get the, um, and to verify the date of birth 'cause you were saying it was 4/6. Is that correct, Pearl? Yes. 04/06/57. Yeah. Let's see. Yeah. We don't have that. That wasn't on our last enrollment file from you all- Okay. Well, I'll go ahead and reach... ... when we had a policy for her. Yep. I'll go ahead and reach out to our office and have them see what they can do and get this straightened out. Thank you so much, Ms. Tracy. Okay. Well, you are welcome. And I didn't ask you for your phone number because I know your number and how to reach you if we had gotten disconnected. All right. Have a good day. Okay, Pearl. Well, thank you again. Yes, you too. Good talking to you again and

thank you for calling APL. Thank you, bye-bye. Uh-huh. Mm-hmm.

Conversation Format

Speaker speaker_0: Thank you for calling APL.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_0: Your call may be monitored for quality assurance. If you know your party's extension, you may dial it now. If you are a medical or dental provider, press 1. For verification of benefits, questions about your claim or medical bill or if you need assistance filing a claim, press 2. For questions about group premium billing, press 3. For customer service or new business, ID cards, address changes or policy changes, press 4. If you're a broker calling for the broker resources team, press 7. To hear these options again, press #. The information provided during this call is only a description of benefits and not a guarantee of payment or eligibility. Benefits are based on eligibility, the date services are rendered and all plan provisions. Please hold for the next available representative. All of our representatives are currently assisting other customers. Please hold for the next available representative.

Speaker speaker_2: Good afternoon. Thank you for calling APL. This is Tracy. How can I help you?

Speaker speaker_3: Look at that, Ms. Tracy. We are just ta- call, talking all day today. My name is Pearl from Benefits and A Card.

Speaker speaker_2: Oh, hey. We certainly are in both directions.

Speaker speaker_3: Um, I just have a question. I have a member here that is showing active in our system, but when the dental office spoke with you guys, um, they were told that she wasn't active.

Speaker speaker_2: What does the, um, so a provider's office called for eligibility and we showed that the member's not active?

Speaker speaker_3: Yes. And I'm showing that this is her second week active.

Speaker speaker_2: Okay.

Speaker speaker_3: Okay?

Speaker speaker_2: What is the full social for the subscriber? I can take a look.

Speaker speaker_3: Okay. It is 4- I'm sorry, 045-77-7909.

Speaker speaker_2: Mm-hmm. Mm-hmm. Okay. Let's see what I can locate. Mm. Okay, Pearl. And I'll need to verify a couple of things with you to make sure that we have the correct person. Um, what is the patient or the member's name?

Speaker speaker_3: Eva Martin.

Speaker speaker_2: Mm-hmm. Date of birth?

Speaker speaker_3: 04/06/57.

Speaker speaker_2: Okay. Well, that's not the date of birth that we have on file from our last policy.

Speaker speaker_3: Hmm.

Speaker speaker_2: But you verified her social. Um, but no. The pol- the only policy we currently have for her that's been issued as of now ha- has termed. But again, the date of birth is not...

Speaker speaker_3: The same as the social.

Speaker speaker_2: It's not 04/06.

Speaker speaker_3: Okay. Yeah. Um. Hmm. So, um...

Speaker speaker_2: So, um, I can connect you over to customer service, where the files are processed. But, I mean-

Speaker speaker_3: I'll just reach out to our... Yeah. I'll just reach out to our main office and see what they want us to do, um, or what they can do about it.

Speaker speaker_2: Mm-hmm. Okay.

Speaker speaker_3: Um, that way we can have, I can have, uh, the record just quoted what we did.

Speaker speaker_2: Yeah. And to get the, um, and to verify the date of birth 'cause you were saying it was 4/6. Is that correct, Pearl?

Speaker speaker_3: Yes. 04/06/57.

Speaker speaker_2: Yeah. Let's see. Yeah. We don't have that. That wasn't on our last enrollment file from you all-

Speaker speaker_3: Okay. Well, I'll go ahead and reach...

Speaker speaker_2: ... when we had a policy for her.

Speaker speaker_3: Yep. I'll go ahead and reach out to our office and have them see what they can do and get this straightened out. Thank you so much, Ms. Tracy.

Speaker speaker_2: Okay. Well, you are welcome. And I didn't ask you for your phone number because I know your number and how to reach you if we had gotten disconnected.

Speaker speaker_3: All right. Have a good day.

Speaker speaker_2: Okay, Pearl. Well, thank you again. Yes, you too. Good talking to you again and thank you for calling APL.

Speaker speaker_3: Thank you, bye-bye.

Speaker speaker_2: Uh-huh. Mm-hmm.