

## Transcript: Pearl

**Rojas-6509251696574464-5591673339953152**

### Full Transcript

... Card. Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My n- Hello? Hi, thank you for- Hello? ... calling Benefits in a Card. My name is Pearl. Would I like to speak with? Hi, this is Eva Martin. I got disconnected for the third time. Um, I am calling in regards to my dental coverage. I am here at the dentist office and my dentist called for coverage and they were told that I have no, my, my insurance is not active but it is active. So, I need some clarification on that please. Okay, so I was, um, I was the one who you were speaking to when the line disconnected. I had reached out to APL which is a dental office to see why they were, um, not having you active. For some reason somebody information on the c- the account they have i- system is not coinciding with the information we have. So, I had to reach out to our main office and have them fix the information, that way your coverage is showing on both ends. This process takes about 24 to 48 hours but as soon as they get that fixed they'll let, my main office will let me know and I'll reach out to you and let you know that it's all s- to that coverage. But unfortunately at the moment, it's showing not active. I have to, like I said, reach out to our main office to see how they're, how they can fix it. But what's the problem? I mean, if I'm paying for it and, and I was told when I reactivated that it's going to be active in two paying weeks and I already paid two weeks. So, I was told to call back today and I called this morning just to make sure and they told me that yes, it is active, it's just that the, they can't share with me yet the digital card because it's not available, or something like that. But they told me that my doctor- Okay, I- ... can call and get the coverage so what's happening? 'Cause I'm here at the dentist. Now I'm going to have to pay everything out of pocket. I understand exactly what's going on. I understand what you were told and that's usually the process that's taken when, um, the cards aren't ready but the thing is that the information that the insurance carrier has is not matching the information that we have in the system, so it's causing an error. Like it's causing you not to be active. Um, give me one moment. I'm just going to show them a brief hold. I am getting some new information. Okay. Just one moment while I get that resolved. Sorry. Hello, Ms. Martin? Yes. Yes, so I was just, um, informed that an-another option that's, that might work for you is that you, um, get your services done today but you pay out of pocket and then once we do fix this situation with the coverage being inactive, you will be able to, um, uh, and be re- reimbursed for the services that are your plan. Mm-hmm. And how will I get- If that's something you're able to do. How will I- You file a claim. How do I file a claim? Once we, once we get it, once we get it resolved I'll be able to send you your, um, dental card and on your dental card is a phone number where you would call and submit the claim. Um, and then they would show y- they would give you further steps there to be reimbursed. Um. Mm-hmm. But like I said it will take about 24 to 48 hours to figure out what's going on and to get your card ready for you. Okay, so, um, the card will I get it in my, uh, email or in my mail? Email.

Email? And it's coming from, from who just to be on the lookout for that? It would be coming from info@benefitsinacard.com. Info@benefitsinacard. Okay. All right, thank you. No problem. Thank you so much for calling in. Have a great day. You too. Bye.

## Conversation Format

Speaker speaker\_0: ... Card.

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_2: Hi, good afternoon. Thank you for calling Benefits in a Card. My n-

Speaker speaker\_3: Hello?

Speaker speaker\_2: Hi, thank you for-

Speaker speaker\_3: Hello?

Speaker speaker\_2: ... calling Benefits in a Card. My name is Pearl. Would I like to speak with?

Speaker speaker\_3: Hi, this is Eva Martin. I got disconnected for the third time. Um, I am calling in regards to my dental coverage. I am here at the dentist office and my dentist called for coverage and they were told that I have no, my, my insurance is not active but it is active. So, I need some clarification on that please.

Speaker speaker\_2: Okay, so I was, um, I was the one who you were speaking to when the line disconnected. I had reached out to APL which is a dental office to see why they were, um, not having you active. For some reason somebody information on the c- the account they have i- system is not coinciding with the information we have. So, I had to reach out to our main office and have them fix the information, that way your coverage is showing on both ends. This process takes about 24 to 48 hours but as soon as they get that fixed they'll let, my main office will let me know and I'll reach out to you and let you know that it's all s- to that coverage. But unfortunately at the moment, it's showing not active. I have to, like I said, reach out to our main office to see how they're, how they can fix it.

Speaker speaker\_3: But what's the problem? I mean, if I'm paying for it and, and I was told when I reactivated that it's going to be active in two paying weeks and I already paid two weeks. So, I was told to call back today and I called this morning just to make sure and they told me that yes, it is active, it's just that the, they can't share with me yet the digital card because it's not available, or something like that. But they told me that my doctor-

Speaker speaker\_2: Okay, I-

Speaker speaker\_3: ... can call and get the coverage so what's happening? 'Cause I'm here at the dentist. Now I'm going to have to pay everything out of pocket.

Speaker speaker\_2: I understand exactly what's going on. I understand what you were told and that's usually the process that's taken when, um, the cards aren't ready but the thing is

that the information that the insurance carrier has is not matching the information that we have in the system, so it's causing an error. Like it's causing you not to be active. Um, give me one moment. I'm just going to show them a brief hold. I am getting some new information.

Speaker speaker\_3: Okay.

Speaker speaker\_2: Just one moment while I get that resolved. Sorry. Hello, Ms. Martin?

Speaker speaker\_3: Yes.

Speaker speaker\_2: Yes, so I was just, um, informed that an-another option that's, that might work for you is that you, um, get your services done today but you pay out of pocket and then once we do fix this situation with the coverage being inactive, you will be able to, um, uh, and be re- reimbursed for the services that are your plan.

Speaker speaker\_3: Mm-hmm. And how will I get-

Speaker speaker\_2: If that's something you're able to do.

Speaker speaker\_3: How will I-

Speaker speaker\_2: You file a claim.

Speaker speaker\_3: How do I file a claim?

Speaker speaker\_2: Once we, once we get it, once we get it resolved I'll be able to send you your, um, dental card and on your dental card is a phone number where you would call and submit the claim. Um, and then they would show y- they would give you further steps there to be reimbursed. Um.

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_2: But like I said it will take about 24 to 48 hours to figure out what's going on and to get your card ready for you.

Speaker speaker\_3: Okay, so, um, the card will I get it in my, uh, email or in my mail?

Speaker speaker\_2: Email.

Speaker speaker\_3: Email? And it's coming from, from who just to be on the lookout for that?

Speaker speaker\_2: It would be coming from [info@benefitsinacard.com](mailto:info@benefitsinacard.com).

Speaker speaker\_3: [Info@benefitsinacard.com](mailto:info@benefitsinacard.com). Okay. All right, thank you.

Speaker speaker\_2: No problem. Thank you so much for calling in. Have a great day.

Speaker speaker\_3: You too. Bye.