

## Transcript: Pearl

**Rojas-6679671034003456-6708545226719232**

### Full Transcript

Your call may be ... Thank you for calling APL. ... monitored or recorded for quality assurance purposes. Your call may be monitored for quality assurance. Para español, precione nueve. If you know your party's extension, you may dial it now. If you are a medical or dental provider, press one. For verification of benefits, questions about your claim or medical bill, or if you need assistance filing a claim, press two. For questions about group premium billing, press three. 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? Hi, Ms. Tracy. This is Pearl from Benefits and a Card. Hi, Pearl. How are you today? Um, I'm okay. How are you? Oh, I'm good. How can I help you? Um, so for some reason I have a provider's office on my line. Um, stating that you, that somebody from Amer- uh, APL told her that she has to h- that we have to give you guys a call to verify coverage for a member. And I'm not sure ab- she thinks that we have to do that so that we can... that way the, the claim can be processed. But, I mean, I've never... I've never had to call you guys for anything like that, so I'm not sure what's going on. So you have the insured or a provider on the line? A provider. She says she just spoke with somebody from APL and was told that Benefits and a Card has to give them a call to verify coverage for the claim to be processed. Hm. Okay. I don't know why they were told that. Neither do I. I've never heard that before. Did she say yeah? She didn't. Um, and then she's let... And I explained to her that I can transfer over that, that the process is not the way she's been told. And she re- asked me to, to give you guys a direct call to see what's going on. So that's what I'm doing here. Okay. Now, what is the policy number she's calling about, Pearl? Um, I don't have a policy number. I have the m- the member's name and date of birth and the last four of the Social Secu- No, that is something that we'll... Yeah. I mean, I can't... What is the full Social? Y- do you have the full Social? Yes. So 251-73-9994. Okay. Give me just a moment. All right, Pearl. And our disclaimer, any information provided would be a verification of benefits and not a guarantee of payment. So what is the... Do you have the date at... What's the patient's name and date of birth? So it's two patients. It's Maricela Sullivan, date of birth 7/28/85. And then, uh, Aubrey Sullivan. Is she... Aubrey Sullivan, 4/15/19. And then date of service is 3/4/25. For which one? For both. Okay. If... So the mother and the child have claims for the same date of service? Correct. H- wha- Give me that date of s- Hello? Hello? Pearl, what is the date of service? It's 3/4/25. And what's the billed amount for the mother? Oh, that I do not have. Um, yeah, she did not tell me. Well, if you, like, give me one moment, I can s- I can take a look at that for you. Um, 'cause I would need the billed amount. Uh, le- let me just... Let me look at some... Okay. Uh, we don't

even have a claim on file for that date of service. For the mother- She wasn't speaking. Let me confirm. So I'm not s- She didn't say- Maybe she sh- Sh- Maybe she needs to speak with IMA. Five, and you said 3/4/25? Mm-hmm. Is the date of service? Mm-hmm. Because I see that the note... Well, I don't... Let me just look through, because I don't see where she's spoken to anyone today here or a provider. Mm-hmm. No, there's not any documentation since January of us speaking to the insured. Hm. Not the provider. Now, she s- she may be checking with IMA, but we don't even have a claim for either one of those, part one or part three for- For three, four- ... 3/4/2025, period. That's not- Yeah. Because she said she spoke with American Public Health- So I'm gonna shh, shh. Let me, let me confirm that date. I'm pretty sure that was the date, but let me confirm- Yeah, and whose- I don't- And whose name? Yeah, and whose name- But I- ... who did she speak with? All righty, bear with me one moment. Because we give our names. Okay, thanks. Okay. So now she's telling me that, that the, uh... Mm-hmm. It's two dependents with that date of service, 3/4/'25. It's Aubrey and Aria that were seen on that day. And she doesn't know who she spoke with. She said she... It was just a couple moments ago that she spoke with somebody. Okay. 'Cause... Okay. So the mother's not patient? No, the patient is Aubrey and Aria. Both dependents. Okay. So there's no claim on file for Aubrey for that date of service with us at all? Mm-mm. Let me check the other one. And she did confirm it was 3/4... Yep. 3/4/'25. No, there's no claims on file for these dependents with us. Okay. Let me go ahead and let her know- Woo! ... and get her through to you so that she can- ... get those claims processed. Okay. Give me one moment while I let her know, then I'm gonna transfer it to you. And what is her name? Kennedy. Spelled Kennedy? Kennedy. Yes. And her callback? Hello? That number. Um, she had a number. She said... Yeah. Crystal Tracy. What callback number? Um, give me one moment. Let's... Yeah. Okay. Singers. I recorded... Oh, I don't. I have to check that when I get back to her. It didn't show me. It only showed me the APL number. Give me one moment. Okay. ... test that information and, um, once I - Hello. Hey. Alrighty, Ms. Kennedy- How are you doing? I have Ms. Tracy on the line with you. Oh. Okay. So you can help her- Oh. Okay. ... manage those claims. Hey. Uh, this is Kennedy with Highland Creek and I just spoke with someone at your office, um, regarding two, uh, claims for these two dependents on this 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: Your call may be ...

Speaker speaker\_1: Thank you for calling APL.

Speaker speaker\_0: ... monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Your call may be monitored for quality assurance. Para español, precione nueve. If you know your party's extension, you may dial it now. If you are a medical or dental provider, press one. For verification of benefits, questions about your claim or medical bill, or if you need assistance filing a claim, press two. For questions about group premium billing, press three. 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: Hi, Ms. Tracy. This is Pearl from Benefits and a Card.

Speaker speaker\_2: Hi, Pearl. How are you today?

Speaker speaker\_3: Um, I'm okay. How are you?

Speaker speaker\_2: Oh, I'm good. How can I help you?

Speaker speaker\_3: Um, so for some reason I have a provider's office on my line. Um, stating that you, that somebody from Amer- uh, APL told her that she has to h- that we have to give you guys a call to verify coverage for a member. And I'm not sure ab- she thinks that we have to do that so that we can... that way the, the claim can be processed. But, I mean, I've never... I've never had to call you guys for anything like that, so I'm not sure what's going on.

Speaker speaker\_2: So you have the insured or a provider on the line?

Speaker speaker\_3: A provider. She says she just spoke with somebody from APL and was told that Benefits and a Card has to give them a call to verify coverage for the claim to be processed.

Speaker speaker\_2: Hm. Okay. I don't know why they were told that.

Speaker speaker\_3: Neither do I. I've never heard that before.

Speaker speaker\_2: Did she say yeah?

Speaker speaker\_3: She didn't. Um, and then she's let... And I explained to her that I can transfer over that, that the process is not the way she's been told. And she re- asked me to, to give you guys a direct call to see what's going on. So that's what I'm doing here.

Speaker speaker\_2: Okay. Now, what is the policy number she's calling about, Pearl?

Speaker speaker\_3: Um, I don't have a policy number. I have the m- the member's name and date of birth and the last four of the Social Secu-

Speaker speaker\_2: No, that is something that we'll... Yeah. I mean, I can't... What is the full Social? Y- do you have the full Social?

Speaker speaker\_3: Yes. So 251-73-9994.

Speaker speaker\_2: Okay. Give me just a moment. All right, Pearl. And our disclaimer, any information provided would be a verification of benefits and not a guarantee of payment. So what is the... Do you have the date at... What's the patient's name and date of birth?

Speaker speaker\_3: So it's two patients. It's Maricela Sullivan, date of birth 7/28/85. And then, uh, Aubrey Sullivan. Is she... Aubrey Sullivan, 4/15/19. And then date of service is 3/4/25.

Speaker speaker\_2: For which one?

Speaker speaker\_3: For both.

Speaker speaker\_2: Okay. If... So the mother and the child have claims for the same date of service?

Speaker speaker\_3: Correct.

Speaker speaker\_2: H- wha- Give me that date of s-

Speaker speaker\_3: Hello? Hello?

Speaker speaker\_2: Pearl, what is the date of service?

Speaker speaker\_3: It's 3/4/25.

Speaker speaker\_2: And what's the billed amount for the mother?

Speaker speaker\_3: Oh, that I do not have. Um, yeah, she did not tell me. Well, if you, like, give me one moment, I can s- I can take a look at that for you.

Speaker speaker\_2: Um, 'cause I would need the billed amount. Uh, le- let me just... Let me look at some... Okay. Uh, we don't even have a claim on file for that date of service. For the mother-

Speaker speaker\_3: She wasn't speaking. Let me confirm.

Speaker speaker\_2: So I'm not s- She didn't say-

Speaker speaker\_3: Maybe she sh-

Speaker speaker\_2: Sh- Maybe she needs to speak with IMA. Five, and you said 3/4/25?

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_2: Is the date of service?

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_2: Because I see that the note... Well, I don't... Let me just look through, because I don't see where she's spoken to anyone today here or a provider.

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_2: No, there's not any documentation since January of us speaking to the insured.

Speaker speaker\_3: Hm.

Speaker speaker\_2: Not the provider. Now, she s- she may be checking with IMA, but we don't even have a claim for either one of those, part one or part three for-

Speaker speaker\_3: For three, four-

Speaker speaker\_2: ... 3/4/2025, period. That's not-

Speaker speaker\_3: Yeah. Because she said she spoke with American Public Health-

Speaker speaker\_2: So I'm gonna shh, shh.

Speaker speaker\_3: Let me, let me confirm that date. I'm pretty sure that was the date, but let me confirm-

Speaker speaker\_2: Yeah, and whose-

Speaker speaker\_3: I don't-

Speaker speaker\_2: And whose name? Yeah, and whose name-

Speaker speaker\_3: But I-

Speaker speaker\_2: ... who did she speak with?

Speaker speaker\_3: All righty, bear with me one moment.

Speaker speaker\_2: Because we give our names.

Speaker speaker\_3: Okay, thanks. Okay. So now she's telling me that, that the, uh...

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_3: It's two dependents with that date of service, 3/4/'25. It's Aubrey and Aria that were seen on that day. And she doesn't know who she spoke with. She said she... It was just a couple moments ago that she spoke with somebody.

Speaker speaker\_2: Okay. 'Cause... Okay. So the mother's not patient?

Speaker speaker\_3: No, the patient is Aubrey and Aria. Both dependents.

Speaker speaker\_2: Okay. So there's no claim on file for Aubrey for that date of service with us at all?

Speaker speaker\_3: Mm-mm.

Speaker speaker\_2: Let me check the other one. And she did confirm it was 3/4...

Speaker speaker\_3: Yep. 3/4/'25.

Speaker speaker\_2: No, there's no claims on file for these dependents with us.

Speaker speaker\_3: Okay. Let me go ahead and let her know-

Speaker speaker\_2: Woo!

Speaker speaker\_3: ... and get her through to you so that she can- ... get those claims processed.

Speaker speaker\_2: Okay.

Speaker speaker\_3: Give me one moment while I let her know, then I'm gonna transfer it to you.

Speaker speaker\_2: And what is her name?

Speaker speaker\_3: Kennedy.

Speaker speaker\_2: Spelled Kennedy?

Speaker speaker\_3: Kennedy. Yes.

Speaker speaker\_2: And her callback?

Speaker speaker\_3: Hello?

Speaker speaker\_2: That number.

Speaker speaker\_3: Um, she had a number.

Speaker speaker\_2: She said... Yeah. Crystal Tracy. What callback number?

Speaker speaker\_3: Um, give me one moment. Let's... Yeah.

Speaker speaker\_2: Okay.

Speaker speaker\_3: Singers. I recorded... Oh, I don't. I have to check that when I get back to her. It didn't show me. It only showed me the APL number. Give me one moment.

Speaker speaker\_2: Okay.

Speaker speaker\_4: ... test that information and, um, once I -

Speaker speaker\_2: Hello.

Speaker speaker\_5: Hey.

Speaker speaker\_3: Alrighty, Ms. Kennedy-

Speaker speaker\_5: How are you doing?

Speaker speaker\_3: I have Ms. Tracy on the line with you.

Speaker speaker\_5: Oh. Okay.

Speaker speaker\_3: So you can help her-

Speaker speaker\_5: Oh. Okay.

Speaker speaker\_3: ... manage those claims.

Speaker speaker\_5: Hey. Uh, this is Kennedy with Highland Creek and I just spoke with someone at your office, um, regarding two, uh, claims for these two dependents on this 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.