

## **Transcript: VICTORIA**

**Taylor-4629148258582528-5207998852022272**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. My name is Kevin, calling on behalf of provider's office to check on a claim status. How are you doing today, Victoria? Uh, what's the name of the, the provider's office you're calling from? Sorry. So it is Medical City Denton. I'm sorry, what was that? Medical City Denton. Medical City Denton? Yeah. Yeah, right. D-E-N... D-E-N T-O-N? Yeah. Yeah, right. Okay. Um, so we're just the plan benefits administrators. We don't process claims on our end. Um- Okay. ... but I can try and pull up the patient's file and see if the coverage was active during the date of service. Oh, okay. Okay, so claim status, where can they reach out? You would need to reach out to the insurance carrier directly. Ah, okay. Do you have any contact number to this 10...? So it, it depends. Do you know the name of the insurance carrier you're trying to contact? We work for a couple different... Uh, or we work with a couple different insurance carriers. Okay. We, uh, know actually American Public Life only. Okay. So American Public Life's phone number is 800-256- Yeah. Mm-hmm. ... 8606. Okay. So it is 800-256-8606, right? Yes. Okay. Okay then. Okay, thank you so much. I'll try to reach out them on this number. Thank you. Have a good day. You too. Bye. Have a good day. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_2: Hi, Victoria. My name is Kevin, calling on behalf of provider's office to check on a claim status. How are you doing today, Victoria?

Speaker speaker\_1: Uh, what's the name of the, the provider's office you're calling from?

Speaker speaker\_2: Sorry. So it is Medical City Denton.

Speaker speaker\_1: I'm sorry, what was that?

Speaker speaker\_2: Medical City Denton.

Speaker speaker\_1: Medical City Denton?

Speaker speaker\_2: Yeah. Yeah, right.

Speaker speaker\_1: D-E-N... D-E-N T-O-N?

Speaker speaker\_2: Yeah. Yeah, right.

Speaker speaker\_1: Okay. Um, so we're just the plan benefits administrators. We don't process claims on our end. Um-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... but I can try and pull up the patient's file and see if the coverage was active during the date of service.

Speaker speaker\_2: Oh, okay. Okay, so claim status, where can they reach out?

Speaker speaker\_1: You would need to reach out to the insurance carrier directly.

Speaker speaker\_2: Ah, okay. Do you have any contact number to this 10...?

Speaker speaker\_1: So it, it depends. Do you know the name of the insurance carrier you're trying to contact? We work for a couple different... Uh, or we work with a couple different insurance carriers.

Speaker speaker\_2: Okay. We, uh, know actually American Public Life only.

Speaker speaker\_1: Okay. So American Public Life's phone number is 800-256-

Speaker speaker\_3: Yeah. Mm-hmm.

Speaker speaker\_1: ... 8606.

Speaker speaker\_2: Okay. So it is 800-256-8606, right?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay. Okay then. Okay, thank you so much. I'll try to reach out them on this number. Thank you. Have a good day.

Speaker speaker\_1: You too. Bye.

Speaker speaker\_2: Have a good day. Bye-bye.