Transcript: VICTORIA Taylor-4660872827551744-5461341988634624

Full Transcript

Thank you for calling Benefits in a Card. This is Victoria. How can I help you? Um, yes, Victoria. I received an EOB. I work for a dental office, and I like I said, I've never seen anything like this before, so I'm like- ... "What is this?" It just says that the claim, uh, something about awaiting information to confirm eligibility from Benefits in a Card? So I was like, "What does that mean?" Okay. Um, to my knowledge, that's just like a general letter that's sent out to the providers letting them... letting you know that the claim is being reviewed. Um, it typically, to my knowledge, takes about 30 to 45 business days for the claim to be reviewed. Okay. Are we going to be getting a credit card payment? Is that what that means though, eventually? Uh, that I'm not too sure of. So here at Benefits in a Card, we're just the benefits administered. We don't actually process the claims on our end. Oh, okay. You would have to reach out to the carrier to see how exactly that's gonna work. Um, anything- Okay. ... to do with the claim itself, you'll have to reach out the... to the carrier. Okay. What we can do on our end is just basically pull up the patient file and see if they had active coverage during the date of service. Okay. Um, what information do you need to do that? Do you have the last four of their social? Uh, I have a policy number. Okay. I don't have a way to search it- Let me just see, uh... ... specifically by the policy number. Let me just see if I have the last four. Hold on one second. We sometimes don't get that 'cause people... Yeah, we don't have it on her. Okay. I can try searching by her first and last name. The only thing is, is we work for multiple staffing agencies, so, um, there might be multiple people that come up with that. What's, uh, their first and last name? It... The first name is D-A-L-I-A. And then the last name is H-A-S-S-A-N-E-I-N. Very unique name, so probably not too many of those. Let's see. The first name is D-A-L-I-A. Mm-hmm. And then last name is H-A-S-S-A-N-E-I-N? Correct. Yeah. I'm not even seeing anything pull up. Okay. No problem. I will call, uh, her insurance then. Thank you. You're welcome. You have a wonderful day. You too. Mm-hmm. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Victoria. How can I help you?

Speaker speaker_1: Um, yes, Victoria. I received an EOB. I work for a dental office, and I like I said, I've never seen anything like this before, so I'm like- ... "What is this?" It just says that the claim, uh, something about awaiting information to confirm eligibility from Benefits in a Card? So I was like, "What does that mean?"

Speaker speaker_0: Okay. Um, to my knowledge, that's just like a general letter that's sent out to the providers letting them... letting you know that the claim is being reviewed. Um, it typically, to my knowledge, takes about 30 to 45 business days for the claim to be reviewed.

Speaker speaker_1: Okay. Are we going to be getting a credit card payment? Is that what that means though, eventually?

Speaker speaker_0: Uh, that I'm not too sure of. So here at Benefits in a Card, we're just the benefits administered. We don't actually process the claims on our end.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: You would have to reach out to the carrier to see how exactly that's gonna work. Um, anything-

Speaker speaker_1: Okay.

Speaker speaker_0: ... to do with the claim itself, you'll have to reach out the... to the carrier.

Speaker speaker_1: Okay.

Speaker speaker_0: What we can do on our end is just basically pull up the patient file and see if they had active coverage during the date of service.

Speaker speaker_1: Okay. Um, what information do you need to do that?

Speaker speaker_0: Do you have the last four of their social?

Speaker speaker_1: Uh, I have a policy number.

Speaker speaker_0: Okay. I don't have a way to search it-

Speaker speaker_1: Let me just see, uh...

Speaker speaker_0: ... specifically by the policy number.

Speaker speaker_1: Let me just see if I have the last four. Hold on one second. We sometimes don't get that 'cause people... Yeah, we don't have it on her.

Speaker speaker_0: Okay. I can try searching by her first and last name. The only thing is, is we work for multiple staffing agencies, so, um, there might be multiple people that come up with that. What's, uh, their first and last name?

Speaker speaker_1: It... The first name is D-A-L-I-A. And then the last name is H-A-S-S-A-N-E-I-N. Very unique name, so probably not too many of those.

Speaker speaker_0: Let's see. The first name is D-A-L-I-A.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then last name is H-A-S-S-A-N-E-I-N?

Speaker speaker_1: Correct.

Speaker speaker_0: Yeah. I'm not even seeing anything pull up.

Speaker speaker_1: Okay. No problem. I will call, uh, her insurance then. Thank you.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: You too. Mm-hmm. Bye-bye.

Speaker speaker_0: Bye-bye.