

Transcript: VICTORIA

Taylor-5272553807593472-6205832056455168

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yeah, hi. My name is Sam and my last name is Viswaraj. And I'm calling from provider's office to check on a claim we've been waiting. What's the name of the, uh, the provider's office you work with? Yes, it's WellStar Kennystone Hospital. I'm sorry, did you say WellStar? Yeah, that's right. And then what is the second word you're saying? Yeah, WellStar Kennystone Hospital. Can you spell that for me? Yeah. It's K-E... K as in kilo, E as in echo, N as in November, N as in November, E as in echo, S as in Sierra, T as in tango, O as in Oscar, N as in November, E as in echo. E as in echo at the end? Yeah, that's right. So, uh, and then it's hospital? Yeah, that's right. Okay. So here at Benefits on a Card, we're just benefits ministers. I would not have the status on the claim because we do not process claims here. However, I can look up the patient's file and see if they had active coverage during the date of service. Uh, but actually, we have received the EOP and we have made a payment. So, it has been partially paid, so just, that's what I'm asking. I just want to know the reason for the partial payment. Speaker 1: Okay, so again, we do not handle claims at all here. We are just benefits administrators. Do you know the name of the insurance carrier you're trying to contact? Yeah, it's American Life. That's what's mentioned as- American Public Life? Uh, no, it's just mentioned as American Life in my system. Okay, so we work with an American Public Life. Okay. And I can give you the phone number. And we have the... Yeah, sure. Go on. The phone number is 800-256-8606. Okay, thanks for that. Thanks for your assistance. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Yeah, hi. My name is Sam and my last name is Viswaraj. And I'm calling from provider's office to check on a claim we've been waiting.

Speaker speaker_0: What's the name of the, uh, the provider's office you work with?

Speaker speaker_1: Yes, it's WellStar Kennystone Hospital.

Speaker speaker_0: I'm sorry, did you say WellStar?

Speaker speaker_1: Yeah, that's right.

Speaker speaker_0: And then what is the second word you're saying?

Speaker speaker_1: Yeah, WellStar Kennystone Hospital.

Speaker speaker_0: Can you spell that for me?

Speaker speaker_1: Yeah. It's K-E... K as in kilo, E as in echo, N as in November, N as in November, E as in echo, S as in Sierra, T as in tango, O as in Oscar, N as in November, E as in echo.

Speaker speaker_0: E as in echo at the end?

Speaker speaker_1: Yeah, that's right.

Speaker speaker_0: So, uh, and then it's hospital?

Speaker speaker_1: Yeah, that's right.

Speaker speaker_0: Okay. So here at Benefits on a Card, we're just benefits ministers. I would not have the status on the claim because we do not process claims here. However, I can look up the patient's file and see if they had active coverage during the date of service.

Speaker speaker_1: Uh, but actually, we have received the EOP and we have made a payment. So, it has been partially paid, so just, that's what I'm asking. I just want to know the reason for the partial payment. Speaker 1: Okay, so again, we do not handle claims at all here. We are just benefits administrators. Do you know the name of the insurance carrier you're trying to contact? Yeah, it's American Life. That's what's mentioned as-

Speaker speaker_0: American Public Life?

Speaker speaker_1: Uh, no, it's just mentioned as American Life in my system.

Speaker speaker_0: Okay, so we work with an American Public Life.

Speaker speaker_1: Okay.

Speaker speaker_0: And I can give you the phone number.

Speaker speaker_1: And we have the... Yeah, sure. Go on.

Speaker speaker_0: The phone number is 800-256-8606.

Speaker speaker_1: Okay, thanks for that. Thanks for your assistance. Bye-bye.

Speaker speaker_0: Bye-bye.