

Transcript: VICTORIA

Taylor-6146621662871552-5191014055198720

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. Yes. Um, I got a letter stating that they were waiting for eligibility from Benefits in a Card to process a claim from American Public, um, Life Insurance Company for a patient. Said to call if you had any questions. I'm... I guess I just don't understand. Okay. Yeah. Um, so it's like a general statement that they send out just letting you know that they're in the process of, you know, processing that claim. Mm-hmm. Um, what we would be able to do on our end at Benefits on a Card is we can pull up the patient's file to see if the coverage was active during the date of service. Mm-hmm. Um, but any questions regarding the actual claim, you would have to reach out to American Public Life directly about. Okay. Can you look it up and make sure he was eligible at the time? It's John Jordan. Um... What else do you need from me? Uh, do you have the last four of his Social? Let me see. 6867. Okay. Uh, would you be able to verify his mailing address and date of birth? So I have 63... or I'm sorry, 3659 Victoria Manor Drive, um, B106, Lakeland, Florida 33805, 12/17 of '65. Okay. And I'm sorry, what is your name and the name of the office you work for? Sure. It's Heidi, Kathleen Dental Care. Okay. So Heidi with, uh, Kathleen Dental Care? That's correct. Okay. So let's see. And I'm assuming it's for dental. It is. Okay. All right. So they were enrolled... What's the date of service? So I have two dates of service. I have one for December 17th of 2024, and then one of January 7th of '25. Okay. December 17th '24 was active, and then... Uh... Well, actually, let me double-check on that. Give me one second. Yes. Okay. So they did have dental coverage on, uh, December 17th of '24. And then for January 7th of '25, it looks like they also had dental coverage as well. Okay. Great. Thank you so much. I appreciate your help. Yes, ma'am. You have a wonderful day. You too. Bye-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. Yes. Um, I got a letter stating that they were waiting for eligibility from Benefits in a Card to process a claim from American Public, um, Life Insurance Company for a patient. Said to call if you had any questions. I'm... I guess I just don't understand.

Speaker speaker_1: Okay. Yeah. Um, so it's like a general statement that they send out just letting you know that they're in the process of, you know, processing that claim.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, what we would be able to do on our end at Benefits on a Card is we can pull up the patient's file to see if the coverage was active during the date of service.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, but any questions regarding the actual claim, you would have to reach out to American Public Life directly about.

Speaker speaker_2: Okay. Can you look it up and make sure he was eligible at the time? It's John Jordan. Um... What else do you need from me?

Speaker speaker_1: Uh, do you have the last four of his Social?

Speaker speaker_2: Let me see. 6867.

Speaker speaker_1: Okay. Uh, would you be able to verify his mailing address and date of birth?

Speaker speaker_2: So I have 63... or I'm sorry, 3659 Victoria Manor Drive, um, B106, Lakeland, Florida 33805, 12/17 of '65.

Speaker speaker_1: Okay. And I'm sorry, what is your name and the name of the office you work for?

Speaker speaker_2: Sure. It's Heidi, Kathleen Dental Care.

Speaker speaker_1: Okay. So Heidi with, uh, Kathleen Dental Care?

Speaker speaker_2: That's correct.

Speaker speaker_1: Okay. So let's see. And I'm assuming it's for dental.

Speaker speaker_2: It is.

Speaker speaker_1: Okay. All right. So they were enrolled... What's the date of service?

Speaker speaker_2: So I have two dates of service. I have one for December 17th of 2024, and then one of January 7th of '25.

Speaker speaker_1: Okay. December 17th '24 was active, and then... Uh... Well, actually, let me double-check on that. Give me one second. Yes. Okay. So they did have dental coverage on, uh, December 17th of '24. And then for January 7th of '25, it looks like they also had dental coverage as well.

Speaker speaker_2: Okay. Great. Thank you so much. I appreciate your help.

Speaker speaker_1: Yes, ma'am. You have a wonderful day.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye.