

**Transcript: VICTORIA**

**Taylor-6508537200984064-4801629324787712**

## **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? Hello, Victoria. Good evening. Uh, my name is, uh, Venkata Chalamalasetty and I am trying to get the, uh, the claim address for, uh, the- the address for sending claims, the medical claims. Okay. Do you not have your ID card? I do, yes. It should be on your ID card. Well, yeah, I gave this, uh, card to the, uh, provider and they said they- they called them and, uh, they were given different addresses and, uh, finally, uh, and it got, uh- uh, I mean, it got, uh, what do you call it, rejected card. So they- uh, they asked me to check what is the right address and, uh, let us know. Mm-hmm. Can you send it? Okay. Let me pull up your file. What is the name of the an- uh, the agency you work for? Oxford- And the last four of your- ... Oxford University, yeah, social 4683. 4683? Yes, please. Your first and last name? Venkata Chalamalasetty. Do you mind verifying your address and date of birth? 13821 Woodford Ln., Frisco, TX 75035. Date of birth, April 22nd '69. And then phone number 214-763-9204? Yeah. Okay. And email is gonna be first initial last name @gmail.com. Yes. Okay. Is it a medical or vision claim? Medical. Okay. Give me just one second. Hmm. Okay. So it looks like you- they would submit the claims to IMA, Inc. And the address is PO Box 21- 704. Yeah, 704, in Eagan, Minnesota 55121. Yeah, they sl- seems that they have already sent it to that address and they got, uh, it got returned. Not sure why- why would it get returned? Uh, I'm not sure either, to be honest with you. Um, did they include the EDI payer ID number? I just saw here, I gave them this, uh, card, this, they did. Yeah, I'm- uh, with us just being your benefits administrators, we're not the actual insurance company, so we don't handle anything with claims. Honestly, I'm not sure why it would be returned back. Um, but I can give you the phone number to the actual insurance carrier if, you know, if you want to try and call them and see if there's anything else they can give you. No, no, no, uh, yeah, they- whoever does the insurance, whoever does the claims, uh, they- they have to, I mean, they have to process it, uh, accordingly, right? Um, and the address you gave, I don't, uh, say it is wrong, I don't think it is wrong. And, uh, it should- it should have the, I mean they should be part... I don't know why they- they get rejected, uh, doctor's office said that they have, but they did not reject it. Yeah, I- again, I'm just your benefits administrator, we don't handle claims at all on our end, so I wouldn't know. Hmm. What's the... Okay, the, uh, what's the claims, uh, number? What's the- So you'll have to call out to the insurance carrier directly which is American Public Life, and their phone number is- Okay. 800- Okay, American Public, yeah, 800-256-8606, right? Yes. And American Public Life is the- is the insurer and they process the claims or somebody else would process the claims? They're the carrier, so they would process the claims. Okay. All right, okay. Okay, thank you. You're welcome. Bye-bye. Thank you, 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: Hello, Victoria. Good evening. Uh, my name is, uh, Venkata Chalamalasetty and I am trying to get the, uh, the claim address for, uh, the- the address for sending claims, the medical claims.

Speaker speaker\_1: Okay. Do you not have your ID card?

Speaker speaker\_2: I do, yes.

Speaker speaker\_1: It should be on your ID card.

Speaker speaker\_2: Well, yeah, I gave this, uh, card to the, uh, provider and they said they- they called them and, uh, they were given different addresses and, uh, finally, uh, and it got, uh- uh, I mean, it got, uh, what do you call it, rejected card. So they- uh, they asked me to check what is the right address and, uh, let us know. Mm-hmm. Can you send it?

Speaker speaker\_1: Okay. Let me pull up your file. What is the name of the an- uh, the agency you work for?

Speaker speaker\_2: Oxford-

Speaker speaker\_1: And the last four of your-

Speaker speaker\_2: ... Oxford University, yeah, social 4683.

Speaker speaker\_1: 4683?

Speaker speaker\_2: Yes, please.

Speaker speaker\_1: Your first and last name?

Speaker speaker\_2: Venkata Chalamalasetty.

Speaker speaker\_1: Do you mind verifying your address and date of birth?

Speaker speaker\_2: 13821 Woodford Ln., Frisco, TX 75035. Date of birth, April 22nd '69.

Speaker speaker\_1: And then phone number 214-763-9204?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. And email is gonna be first initial last name @gmail.com.

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Is it a medical or vision claim?

Speaker speaker\_2: Medical.

Speaker speaker\_1: Okay. Give me just one second.

Speaker speaker\_2: Hmm.

Speaker speaker\_1: Okay. So it looks like you- they would submit the claims to IMA, Inc. And the address is PO Box 21-

Speaker speaker\_2: 704.

Speaker speaker\_1: Yeah, 704, in Eagan, Minnesota 55121.

Speaker speaker\_2: Yeah, they sl- seems that they have already sent it to that address and they got, uh, it got returned. Not sure why- why would it get returned?

Speaker speaker\_1: Uh, I'm not sure either, to be honest with you. Um, did they include the EDI payer ID number?

Speaker speaker\_2: I just saw here, I gave them this, uh, card, this, they did.

Speaker speaker\_1: Yeah, I'm- uh, with us just being your benefits administrators, we're not the actual insurance company, so we don't handle anything with claims. Honestly, I'm not sure why it would be returned back. Um, but I can give you the phone number to the actual insurance carrier if, you know, if you want to try and call them and see if there's anything else they can give you.

Speaker speaker\_2: No, no, no, uh, yeah, they- whoever does the insurance, whoever does the claims, uh, they- they have to, I mean, they have to process it, uh, accordingly, right? Um, and the address you gave, I don't, uh, say it is wrong, I don't think it is wrong. And, uh, it should- it should have the, I mean they should be part... I don't know why they- they get rejected, uh, doctor's office said that they have, but they did not reject it.

Speaker speaker\_1: Yeah, I- again, I'm just your benefits administrator, we don't handle claims at all on our end, so I wouldn't know.

Speaker speaker\_2: Hmm. What's the... Okay, the, uh, what's the claims, uh, number? What's the-

Speaker speaker\_1: So you'll have to call out to the insurance carrier directly which is American Public Life, and their phone number is-

Speaker speaker\_2: Okay.

Speaker speaker\_1: 800-

Speaker speaker\_2: Okay, American Public, yeah, 800-256-8606, right?

Speaker speaker\_1: Yes.

Speaker speaker\_2: And American Public Life is the- is the insurer and they pro- process the claims or somebody else would process the claims?

Speaker speaker\_1: They're the carrier, so they would process the claims.

Speaker speaker\_2: Okay. All right, okay. Okay, thank you.

Speaker speaker\_1: You're welcome. Bye-bye.

Speaker speaker\_2: Thank you, have a good day. Bye-bye.