

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you? Hello, Stephanie. My name is May, and I would like to have additional details for a claim for a patient, please. Okay. What's their first and last name? Terrell Echolls. Spell that first name. First name is T as in Tango, E as in Echo, R-R as double Romeo, E as in Echo, double Lima. T-E-R-R-E-L- L-L at the end. Okay. T-E-R-R-L-L? Between the R-R and the L-L, it's missing an- The E? ... E as in Echo. Gotcha. Okay. And then that last name? Um, it's E as in Echo, C as in Charlie, H as in Hotel, O as in Oscar, L as in Lima, S as in Sam. Okay. And their birthday. Birthday is August 22nd, 1993. Thank you. Are you guys in South Carolina? No, w- yes, we are. Okay. And then what date is the service for? The service was performed on Augu- I'm sorry, on April 22nd, 2024. Okay. And what was it for? It was for... Let me tell you. It was an abdominal laminated single organ clatherate. Looks to be an air- X-ray. Okay. Um, so for that, I would have to connect... So he does have active coverage, um, but for that, I would have to transfer you to the carrier just to verify to see if, if that's one of the services that are covered. But he did have service that month, um, but- Mm-hmm. ... to see if it's covered or not, I do have to connect you to the carrier. Okay? Thank you for that. You're welcome. Um, would you like the carrier's phone number just in case when I transfer you- Yes, please. ... if the call was to drop? Yes, ma'am? Yes, please. So the carrier's name is APL, American Public Life, and their phone number is gonna be 800-256-8606. So that would be 800-256-8606. Okay? Yeah. And I'm gonna go ahead and transfer your call to them. Okay? And once we get- Thank you for that. ... connected... You're welcome. Thank you for your time. I'ma go ahead and transfer your call. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hello, Stephanie. My name is May, and I would like to have additional details for a claim for a patient, please.

Speaker speaker_1: Okay. What's their first and last name?

Speaker speaker_2: Terrell Echolls.

Speaker speaker_1: Spell that first name.

Speaker speaker_2: First name is T as in Tango, E as in Echo, R-R as double Romeo, E as in Echo, double Lima.

Speaker speaker_1: T-E-R-R-E-L-

Speaker speaker_2: L-L at the end.

Speaker speaker_1: Okay. T-E-R-R-L-L?

Speaker speaker_2: Between the R-R and the L-L, it's missing an-

Speaker speaker_1: The E?

Speaker speaker_2: ... E as in Echo.

Speaker speaker_1: Gotcha. Okay. And then that last name?

Speaker speaker_2: Um, it's E as in Echo, C as in Charlie, H as in Hotel, O as in Oscar, L as in Lima, S as in Sam.

Speaker speaker_1: Okay. And their birthday.

Speaker speaker_2: Birthday is August 22nd, 1993.

Speaker speaker_1: Thank you. Are you guys in South Carolina?

Speaker speaker_2: No, w- yes, we are.

Speaker speaker_1: Okay. And then what date is the service for?

Speaker speaker_2: The service was performed on Augu- I'm sorry, on April 22nd, 2024.

Speaker speaker_1: Okay. And what was it for?

Speaker speaker_2: It was for... Let me tell you. It was an abdominal laminated single organ clatherate. Looks to be an air- X-ray.

Speaker speaker_1: Okay. Um, so for that, I would have to connect... So he does have active coverage, um, but for that, I would have to transfer you to the carrier just to verify to see if, if that's one of the services that are covered. But he did have service that month, um, but-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... to see if it's covered or not, I do have to connect you to the carrier. Okay?

Speaker speaker_2: Thank you for that.

Speaker speaker_1: You're welcome. Um, would you like the carrier's phone number just in case when I transfer you-

Speaker speaker_2: Yes, please.

Speaker speaker_1: ... if the call was to drop? Yes, ma'am?

Speaker speaker_2: Yes, please.

Speaker speaker_1: So the carrier's name is APL, American Public Life, and their phone number is gonna be 800-256-8606. So that would be 800-256-8606. Okay?

Speaker speaker_2: Yeah.

Speaker speaker_1: And I'm gonna go ahead and transfer your call to them. Okay? And once we get-

Speaker speaker_2: Thank you for that.

Speaker speaker_1: ... connected... You're welcome. Thank you for your time. I'ma go ahead and transfer your call.

Speaker speaker_2: Thank you.