

## **Transcript: Franchesca**

**Baez-4506494023417856-6046977954594816**

### **Full Transcript**

Hello. Your call may be monitored or recorded for quality assurance purposes. Hello? Is this McVey? Yes. Oh, I apologize, ma'am. I had tried to get a hold with your carrier to see if they can provide the policy number and when I tried to get back with you, I accidentally disconnected the call. Um, so due to the fact that your policy became effective this Monday, we currently don't have access to the policy number or the benefit card. Unless the provider office that you're at will be okay with us verifying coverage over the phone. It will take 24 to 48 hours for me to be able to get that policy number for you unfortunately. Okay. Who's it through? American Public Life. Uh, who? American Public Life. American Public Life? Yes, ma'am. All right. Let me ask them if, if they'll be okay with that. Hold on just a second. Okay? Okay. Ma'am? Yes, ma'am? Can you... Or before we do all that, can you verify if, um, UMC is a network with them? So from all the benefit plans that you have, the only one that has a network requirement is the State Healthy Preventative Plan. But that's not the one that will cover your doctor visits, emergency room or urgent care. It will be the one with APL, with American Public Life. Okay. All right. And then do you want me to verify your coverage with someone over the phone today? I'm trying to find out. Hold on just a second. Okay. The, the clerk is on the, the phone, uh, the... He's on the phone right now so I'm waiting to ask this. Okay, ma'am. I, I think we have it figured out. Understood. If you need any more assistance, we're going to be open till 8:00 PM Eastern Time. Okay. And, and you all will just mail the new cards out? Um, so we're not the carrier. We're just the administrator, but the carrier will mail out the benefit cards this Friday. There is one plan that's not going to have a physical card, which will be that VIP Standard plan. They only do a digital copy. Do you want me to send a mail request for you? Uh, yes, please. All right. I'll go ahead and put it in there for them. Okay. Thank you. Of course. Was there anything else I can assist you with today? Uh, no, I think that's it. All right. I hope you have a wonderful rest of your day, and thank you for your time today. All right. See you. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Hello.

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_0: Hello? Is this McVey?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Oh, I apologize, ma'am. I had tried to get a hold with your carrier to see if they can provide the policy number and when I tried to get back with you, I accidentally disconnected the call. Um, so due to the fact that your policy became effective this Monday, we currently don't have access to the policy number or the benefit card. Unless the provider office that you're at will be okay with us verifying coverage over the phone. It will take 24 to 48 hours for me to be able to get that policy number for you unfortunately.

Speaker speaker\_2: Okay. Who's it through?

Speaker speaker\_1: American Public Life.

Speaker speaker\_2: Uh, who?

Speaker speaker\_1: American Public Life.

Speaker speaker\_2: American Public Life?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: All right. Let me ask them if, if they'll be okay with that. Hold on just a second. Okay?

Speaker speaker\_1: Okay.

Speaker speaker\_2: Ma'am?

Speaker speaker\_1: Yes, ma'am?

Speaker speaker\_2: Can you... Or before we do all that, can you verify if, um, UMC is a network with them?

Speaker speaker\_1: So from all the benefit plans that you have, the only one that has a network requirement is the State Healthy Preventative Plan. But that's not the one that will cover your doctor visits, emergency room or urgent care. It will be the one with APL, with American Public Life.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. And then do you want me to verify your coverage with someone over the phone today?

Speaker speaker\_2: I'm trying to find out. Hold on just a second.

Speaker speaker\_1: Okay.

Speaker speaker\_2: The, the clerk is on the, the phone, uh, the... He's on the phone right now so I'm waiting to ask this. Okay, ma'am. I, I think we have it figured out.

Speaker speaker\_1: Understood. If you need any more assistance, we're going to be open till 8:00 PM Eastern Time.

Speaker speaker\_2: Okay. And, and you all will just mail the new cards out?

Speaker speaker\_1: Um, so we're not the carrier. We're just the administrator, but the carrier will mail out the benefit cards this Friday. There is one plan that's not going to have a physical card, which will be that VIP Standard plan. They only do a digital copy. Do you want me to send a mail request for you?

Speaker speaker\_2: Uh, yes, please.

Speaker speaker\_1: All right. I'll go ahead and put it in there for them.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: Of course. Was there anything else I can assist you with today?

Speaker speaker\_2: Uh, no, I think that's it.

Speaker speaker\_1: All right. I hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker\_2: All right. See you. Thank you.

Speaker speaker\_1: Bye-bye.