

## Transcript: Francesca

**Baez-4972959815483392-5032143927951360**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Acquire. My name is Francesca. How can I assist you today? Yes, ma'am. My name's Devonte Gambrell. I'm calling because I need my... um, some insurance information for my medical benefits. What staffing company do you work with? Um, that is MAU. And the last four of your social, please? 9432. Mr. Devonte, what did you say your last name was? I'm sorry. Gambrell, G-A-M-B-R-E-L-L. And I'm becoming frustrated, ma'am, but it's not because of you. It's this whole process with this insurance information. I do apologize for this inconvenience. Um, can you verify your mailing address a little bit for me to make sure I can locate it at account for you? Sure. That is 135 Evans Drive, Belton, South Carolina, 29627 and my date of birth is November 22nd, 1992. My email address is correct and, um... Can't remember the- Is the pho- Yeah. I'm sorry. Sorry. I just wanted to verify the phone number. They have it as 914-222-1085. Yes, ma'am. That's my other number. It's correct. All right. Okay. And what part from the policy information were you looking for? The young lady behind the desk at the, uh, Prisma Health said she needs the group number, their address, the effective date, um, not the date that it begins but the date that it ends and also, uh, their fax number. I provided her with the member ID that's on there, the effective date which is 7/8/2024 and that's it. She says she cannot locate them in, in... nowhere. And I'm... I've been paying for this for a long time. Yeah, since July. Okay. Roll over, let's see. I think most of that information... I have her dis- Go ahead. ... to her... I have her here if you would like to speak to her because I'm trying to get medical. Um, I'm trying to see a doctor today and this process is becoming unbelievable right now. But she's right here if you would like to speak to her, ma'am. Okay. Give me one moment. I think I might have access to some of that information, because you're sure your carrier's the one that has it? Mm-hmm. It's this email. Okay. Um, the address that you were looking for, was it the address to submit the claim? That's what she said. "The address that you're looking for, is that to submit the claim there?" The address that you're looking for, is that to submit the claim? Yes, ma'am. That's it. Yes. She... Okay. So she just need the fax number now. Let's see. And a group number if you have it. And I'm guessing American Public Life wasn't able to provide it, because I did hear, hear you were transferred at some point to them. I have no idea. They, it... Okay. Let me see if we have it in our directory. Bear with me one moment. So who did I have before, since you said I was transferred to them? So the person that you were transferred to the company itself, is the owners of the medical plan that you're currently on. Uh-huh. Which is American Public Life, APL. Unfortunately, I do not see here that we have their fax number and on the benefit card that, that's basically the only thing we have access to. It does not give me a group number. It only gives me a medical ID, policy number or a EDI payroll ID number. Okay. So what I can do, um, in regards to your current situation is, I can place you on hold and make sure that I get

a live agent with your carrier company and inform them of the information that you're currently needing before I get you transferred to them. Would that be okay with you? Yes, ma'am. All right. Bear with me one moment. I'll try to be as fast as I can, okay? All right. 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 and Acquire. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Yes, ma'am. My name's Devonte Gambrell. I'm calling because I need my... um, some insurance information for my medical benefits.

Speaker speaker\_1: What staffing company do you work with?

Speaker speaker\_2: Um, that is MAU.

Speaker speaker\_1: And the last four of your social, please?

Speaker speaker\_2: 9432.

Speaker speaker\_1: Mr. Devonte, what did you say your last name was? I'm sorry.

Speaker speaker\_2: Gambrell, G-A-M-B-R-E-L-L. And I'm becoming frustrated, ma'am, but it's not because of you. It's this whole process with this insurance information.

Speaker speaker\_1: I do apologize for this inconvenience. Um, can you verify your mailing address a little bit for me to make sure I can locate it at account for you?

Speaker speaker\_2: Sure. That is 135 Evans Drive, Belton, South Carolina, 29627 and my date of birth is November 22nd, 1992. My email address is correct and, um... Can't remember the-

Speaker speaker\_1: Is the pho-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: I'm sorry.

Speaker speaker\_2: Sorry.

Speaker speaker\_1: I just wanted to verify the phone number. They have it as 914-222-1085.

Speaker speaker\_2: Yes, ma'am. That's my other number. It's correct.

Speaker speaker\_1: All right.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And what part from the policy information were you looking for?

Speaker speaker\_2: The young lady behind the desk at the, uh, Prisma Health said she needs the group number, their address, the effective date, um, not the date that it begins but the date that it ends and also, uh, their fax number. I provided her with the member ID that's on there, the effective date which is 7/8/2024 and that's it. She says she cannot locate them in, in... nowhere. And I'm... I've been paying for this for a long time.

Speaker speaker\_1: Yeah, since July. Okay. Roll over, let's see. I think most of that information...

Speaker speaker\_2: I have her dis-

Speaker speaker\_1: Go ahead.

Speaker speaker\_2: ... to her... I have her here if you would like to speak to her because I'm trying to get medical. Um, I'm trying to see a doctor today and this process is becoming unbelievable right now. But she's right here if you would like to speak to her, ma'am.

Speaker speaker\_1: Okay. Give me one moment. I think I might have access to some of that information, because you're sure your carrier's the one that has it?

Speaker speaker\_2: Mm-hmm. It's this email.

Speaker speaker\_1: Okay. Um, the address that you were looking for, was it the address to submit the claim?

Speaker speaker\_2: That's what she said. "The address that you're looking for, is that to submit the claim there?" The address that you're looking for, is that to submit the claim?

Speaker speaker\_3: Yes, ma'am. That's it.

Speaker speaker\_2: Yes. She... Okay. So she just need the fax number now.

Speaker speaker\_1: Let's see.

Speaker speaker\_2: And a group number if you have it.

Speaker speaker\_1: And I'm guessing American Public Life wasn't able to provide it, because I did hear, hear you were transferred at some point to them.

Speaker speaker\_2: I have no idea.

Speaker speaker\_1: They, it... Okay. Let me see if we have it in our directory. Bear with me one moment.

Speaker speaker\_2: So who did I have before, since you said I was transferred to them?

Speaker speaker\_1: So the person that you were transferred to the company itself, is the owners of the medical plan that you're currently on.

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: Which is American Public Life, APL. Unfortunately, I do not see here that we have their fax number and on the benefit card that, that's basically the only thing we have

access to. It does not give me a group number. It only gives me a medical ID, policy number or a EDI payroll ID number.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So what I can do, um, in regards to your current situation is, I can place you on hold and make sure that I get a live agent with your carrier company and inform them of the information that you're currently needing before I get you transferred to them. Would that be okay with you?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: All right. Bear with me one moment. I'll try to be as fast as I can, okay?

Speaker speaker\_2: All right. Thank you.