

Transcript: Franchesca

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Full Transcript

Thank you for calling . How may I assist you today? Um, hi. I was calling because I, I, um, I wanted to know if I have medical insurance through you guys. Okay, sure thing. I can go ahead and take a look at the company, not us, but what is the staffing company that you work with? Doherty. What are the last four of your social and the last name, please? Uh, 1231 and Coronilla. To make sure I have the right account in front of me, can you please verify your mailing address for me and date of birth? It's 1920 10th Avenue South, Apartment three, St. Cloud, Minnesota, 56301. And what else did you need? The date of birth. March 9, '85. We have best contact 320-330-0713, same as the one you called on today. Mm-hmm. We have your email down as first initial, last name, 108@gmail.com as well as first and last name, 947@gmail.com. Uh, no it's N, my last name, 07@gmail.com. Okay. So should I remove both of the ones that I just went over and leave the one N last name 07@gmail.com? Correct. Okay. And I see here you're currently active on dental and life insurance for employee only. But you do not have any medical plan active at the moment. It's only... and life insurance. I have life insurance and what else? And dental. Okay. Um, dental. Is there a number I can call? For the carrier? Mm-hmm. Or to locate providers in your area? Mm-hmm. Both. Okay. So for the assistance locating providers in your area is gonna be with the company MultiPlan Network. Let me know when you're ready for the phone number. MultiPlan Network? Yes, ma'am. Okay, Oh, I apologize. Um, yes, I apologize. Actually it's gonna be with Carrington. I'm sorry. For the dental, um, they do Carrington instead. Oh, I'm sorry. Okay, so, uh, dental? Yes, the dental will be with the network provider, Carrington. Carrington. And that phone number is 800-9- I mean 290- Mm-hmm. 0523. Okay. And then the carrier for assistance, like if there is a service specifically that will be cover or billing questions as far as any services I need to get paid, will be with the owner of the plan, which is American Public Life. American Public... What was that? Life. Life. Okay. They also go by the actual name APL. APL. Okay. All right, and then the phone number is 800-256-8606. Okay. And you said I don't have medical insurance through you guys? Or elliott? No, ma'am. Mm-mm. Okay. Um, sounds good. Okay, thank you. Of course. Was there anything else I can assist you with today? And dental, you said it's only for employee? Yes, ma'am. It shows that you don't have any dependent on either of those two plans at the moment. It's only a policy for yourself. Hmm. So does the life insurance, it's the 1-800-256-8606? Yes, ma'am. Both of those plans are with APL. So you can call that phone number for either of those two plans. Oh, okay. And you said Carrington is the 800- Go ahead. 800-290-0523. And that was for what? I'm sorry. Yes, ma'am. That will be for the help locating providers in your area that accept your carrier. You don't have any network ... but they still have a network provider to help you locate people so it makes it easier for the members. Awesome. Okay, sounds good. Thank you so much for your help. Of course. Was there anything else I can assist you with today? Uh, no, that was all,

thanks. All right. Then I hope you have a wonderful rest of your day, and thank you for your time today. You too, thanks. Bye-bye. Goodbye.

Conversation Format

Speaker speaker_0: Thank you for calling . How may I assist you today?

Speaker speaker_1: Um, hi. I was calling because I, I, um, I wanted to know if I have medical insurance through you guys.

Speaker speaker_0: Okay, sure thing. I can go ahead and take a look at the company, not us, but what is the staffing company that you work with?

Speaker speaker_1: Doherty.

Speaker speaker_0: What are the last four of your social and the last name, please?

Speaker speaker_1: Uh, 1231 and Coronilla.

Speaker speaker_0: To make sure I have the right account in front of me, can you please verify your mailing address for me and date of birth?

Speaker speaker_1: It's 1920 10th Avenue South, Apartment three, St. Cloud, Minnesota, 56301. And what else did you need?

Speaker speaker_0: The date of birth.

Speaker speaker_1: March 9, '85.

Speaker speaker_0: We have best contact 320-330-0713, same as the one you called on today.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: We have your email down as first initial, last name, 108@gmail.com as well as first and last name, 947@gmail.com.

Speaker speaker_1: Uh, no it's N, my last name, 07@gmail.com.

Speaker speaker_0: Okay. So should I remove both of the ones that I just went over and leave the one N last name 07@gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. And I see here you're currently active on dental and life insurance for employee only. But you do not have any medical plan active at the moment. It's only... and life insurance.

Speaker speaker_1: I have life insurance and what else?

Speaker speaker_0: And dental.

Speaker speaker_1: Okay. Um, dental. Is there a number I can call?

Speaker speaker_0: For the carrier?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Or to locate providers in your area?

Speaker speaker_1: Mm-hmm. Both.

Speaker speaker_0: Okay. So for the assistance locating providers in your area is gonna be with the company MultiPlan Network. Let me know when you're ready for the phone number.

Speaker speaker_1: MultiPlan Network?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay,

Speaker speaker_2: Oh, I apologize. Um, yes, I apologize. Actually it's gonna be with Carrington. I'm sorry. For the dental, um, they do Carrington instead.

Speaker speaker_1: Oh, I'm sorry. Okay, so, uh, dental?

Speaker speaker_2: Yes, the dental will be with the network provider, Carrington.

Speaker speaker_1: Carrington.

Speaker speaker_2: And that phone number is 800-9- I mean 290-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: 0523.

Speaker speaker_1: Okay.

Speaker speaker_2: And then the carrier for assistance, like if there is a service specifically that will be cover or billing questions as far as any services I need to get paid, will be with the owner of the plan, which is American Public Life.

Speaker speaker_1: American Public... What was that?

Speaker speaker_2: Life.

Speaker speaker_1: Life. Okay.

Speaker speaker_2: They also go by the actual name APL.

Speaker speaker_1: APL. Okay.

Speaker speaker_2: All right, and then the phone number is 800-256-8606.

Speaker speaker_1: Okay. And you said I don't have medical insurance through you guys? Or Elliott?

Speaker speaker_2: No, ma'am. Mm-mm.

Speaker speaker_1: Okay. Um, sounds good. Okay, thank you.

Speaker speaker_2: Of course. Was there anything else I can assist you with today?

Speaker speaker_1: And dental, you said it's only for employee?

Speaker speaker_2: Yes, ma'am. It shows that you don't have any dependent on either of those two plans at the moment. It's only a policy for yourself.

Speaker speaker_1: Hmm. So does the life insurance, it's the 1-800-256-8606?

Speaker speaker_2: Yes, ma'am. Both of those plans are with APL. So you can call that phone number for either of those two plans.

Speaker speaker_1: Oh, okay. And you said Carrington is the 800-

Speaker speaker_2: Go ahead.

Speaker speaker_1: 800-290-0523. And that was for what? I'm sorry.

Speaker speaker_2: Yes, ma'am. That will be for the help locating providers in your area that accept your carrier. You don't have any network ... but they still have a network provider to help you locate people so it makes it easier for the members.

Speaker speaker_1: Awesome. Okay, sounds good. Thank you so much for your help.

Speaker speaker_2: Of course. Was there anything else I can assist you with today?

Speaker speaker_1: Uh, no, that was all, thanks.

Speaker speaker_2: All right. Then I hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_1: You too, thanks. Bye-bye.

Speaker speaker_2: Goodbye.