

Transcript: Franchesca

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Full Transcript

Thank you for calling My Health Plan, uh, insurance center. You can proceed to 000. Uh, you are speaking to, uh, Lingulula Kashama. Hello? Okay, how can I help you? Yes, sir. Yeah, um, I just want to know, uh, what's going on. Uh, My insurance was, uh, premium, and then my wife went, uh, just for, uh, for, uh, for, uh, lab, lab, and then the, the balance due is, uh, 925. How can, can she pay it 925 just for, uh, for, uh, lab, lab exam? So you want to know why there is a balance and the full balance for the charge of that lab work wasn't covered? Is that correct? Yes. Yeah. Okay. Let's take a look and see who your carrier is so that I can get you to the right place. What staffing company do you work with? At Campbell Davis. And what are the last four of your Social? 8546. Please verify your mailing address and date of birth so that I can make sure I have the right account in front of me. 104 Forest Courts, Louisville, Kentucky 40206 and then, uh, um, March 13, 1962. We have the best phone number to reach you down as 502-200-4023. Correct. And then we have your email down as- A-E-V Kashama, my last name, @gmail.com. Yes, sir. Thank you. And that lab work was for a medical service, right? Yeah. Okay. So your carrier for your medical plan is American Public Life. You'll have to speak with them to see why the full amount of the lab was not covered. Do you want me to give you their phone number before I get you transferred? Um, wait, please. Okay. Just give me a... Uh, pen to take, uh... Oh, can, can I pass the phone, huh? Give me a pen, please. I'm, I'm ready. 00000000. All right. It is 800- Yeah. ... 256. 6? Yes, sir. What is it? 800- Uh-huh. ... 256. 2, 256. Okay. 8606. 8606. You said it's, uh, it's, uh, it's for what? To ask them, uh, how, uh, uh, the bill was not covered? Yes, sir, because they're your carriers. They're the owner of the plan. We're only administrators, so we don't have access to the billing with the services. They do. Okay. Thank you. Of course. Let me go ahead and get you transferred over. Okay. Thank you, baby.

Conversation Format

Speaker speaker_0: Thank you for calling My Health Plan, uh, insurance center. You can proceed to 000.

Speaker speaker_1: Uh, you are speaking to, uh, Lingulula Kashama. Hello?

Speaker speaker_0: Okay, how can I help you? Yes, sir.

Speaker speaker_1: Yeah, um, I just want to know, uh, what's going on. Uh, My insurance was, uh, premium, and then my wife went, uh, just for, uh, for, uh, for, uh, lab, lab, and then the, the balance due is, uh, 925. How can, can she pay it 925 just for, uh, for, uh, lab, lab

exam?

Speaker speaker_0: So you want to know why there is a balance and the full balance for the charge of that lab work wasn't covered? Is that correct?

Speaker speaker_1: Yes. Yeah.

Speaker speaker_0: Okay. Let's take a look and see who your carrier is so that I can get you to the right place. What staffing company do you work with?

Speaker speaker_1: At Campbell Davis.

Speaker speaker_0: And what are the last four of your Social?

Speaker speaker_1: 8546.

Speaker speaker_0: Please verify your mailing address and date of birth so that I can make sure I have the right account in front of me.

Speaker speaker_1: 104 Forest Courts, Louisville, Kentucky 40206 and then, uh, um, March 13, 1962.

Speaker speaker_0: We have the best phone number to reach you down as 502-200-4023.

Speaker speaker_1: Correct.

Speaker speaker_0: And then we have your email down as-

Speaker speaker_1: A-E-V Kashama, my last name, @gmail.com.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Thank you.

Speaker speaker_0: And that lab work was for a medical service, right?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So your carrier for your medical plan is American Public Life. You'll have to speak with them to see why the full amount of the lab was not covered. Do you want me to give you their phone number before I get you transferred?

Speaker speaker_1: Um, wait, please.

Speaker speaker_0: Okay.

Speaker speaker_1: Just give me a... Uh, pen to take, uh... Oh, can, can I pass the phone, huh? Give me a pen, please. I'm, I'm ready. 00000000.

Speaker speaker_0: All right. It is 800-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... 256.

Speaker speaker_1: 6?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: What is it?

Speaker speaker_0: 800-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... 256.

Speaker speaker_1: 2, 256. Okay.

Speaker speaker_0: 8606.

Speaker speaker_1: 8606. You said it's, uh, it's, uh, it's for what? To ask them, uh, how, uh, uh, the bill was not covered?

Speaker speaker_0: Yes, sir, because they're your carriers. They're the owner of the plan. We're only administrators, so we don't have access to the billing with the services. They do.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Of course. Let me go ahead and get you transferred over.

Speaker speaker_1: Okay. Thank you, baby.