

## **Transcript: Francesca**

**Baez-5842486969188352-4561809527226368**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Um, miss, I was calling to see if, um, my health insurance, that's my... if my doctor's on there. Okay. Make sure he accepts the insurance. So with the benefits that the staffing company offers, you're able to see if they're within their network list, but that won't guarantee whether or not your doctor actually accepts it. Um, the best way to figure that out will be by advising them who your carrier is. Do you know that information? Do I know what information? Who my car- who my doctor is? No, ma'am. The carrier for your insurance. No, I just started, um, with AmeriHealth. I called earlier to get the \$31 plan. Um, I just need to know if my doctor accepts that insurance. Okay, so I can provide you the carrier name so that you can check and see if they do accept it. What are the last four of your Social and the last name? 6171 10... For security purposes, could you please verify your mailing address and date of birth? 290 Dalewood Drive, Bath, Virginia 24055, 1-15-1987. I have the best phone number to reach you as, 276-806-0210. Yes. And lastly, we have your email down as lovingmythreeboys276@gmail.com. Yes. Okay, so that plan is with American Public Life. They also go by APL. What? I've never heard of it. American Public Life. Oh yeah, I'm gonna have to justify- Mm-hmm. ... to my doctor to see if he takes that because, I mean, if he don't take that, I'm going to have to find some insurance that my doctor accepts. I understand. Oh, you said it's called Ameri- American Public, what? American Public Life. American Public Life. Okay. All right. Thank you. No problem. They also go by APL. APL? Yes, ma'am. APL. Okay. All right. Thank you. Thank you. I hope you have a wonderful rest of your day.

### **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 Francesca. How can I assist you today?

Speaker speaker\_2: Um, miss, I was calling to see if, um, my health insurance, that's my... if my doctor's on there.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Make sure he accepts the insurance.

Speaker speaker\_1: So with the benefits that the staffing company offers, you're able to see if they're within their network list, but that won't guarantee whether or not your doctor actually accepts it. Um, the best way to figure that out will be by advising them who your carrier is. Do you know that information?

Speaker speaker\_2: Do I know what information? Who my car- who my doctor is?

Speaker speaker\_1: No, ma'am. The carrier for your insurance.

Speaker speaker\_2: No, I just started, um, with AmeriHealth. I called earlier to get the \$31 plan. Um, I just need to know if my doctor accepts that insurance.

Speaker speaker\_1: Okay, so I can provide you the carrier name so that you can check and see if they do accept it. What are the last four of your Social and the last name?

Speaker speaker\_2: 6171 10...

Speaker speaker\_1: For security purposes, could you please verify your mailing address and date of birth?

Speaker speaker\_2: 290 Dalewood Drive, Bath, Virginia 24055, 1-15-1987.

Speaker speaker\_1: I have the best phone number to reach you as, 276-806-0210.

Speaker speaker\_2: Yes.

Speaker speaker\_1: And lastly, we have your email down as lovingmythreeboys276@gmail.com.

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay, so that plan is with American Public Life. They also go by APL.

Speaker speaker\_2: What? I've never heard of it. American Public Life. Oh yeah, I'm gonna have to justify-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... to my doctor to see if he takes that because, I mean, if he don't take that, I'm going to have to find some insurance that my doctor accepts.

Speaker speaker\_1: I understand.

Speaker speaker\_2: Oh, you said it's called Ameri- American Public, what?

Speaker speaker\_1: American Public Life.

Speaker speaker\_2: American Public Life. Okay. All right. Thank you.

Speaker speaker\_1: No problem. They also go by APL.

Speaker speaker\_2: APL?

Speaker speaker\_1: Yes, ma'am. APL.

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

Speaker speaker\_1: Thank you. I hope you have a wonderful rest of your day.