

Transcript: Franchesca

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Full Transcript

... for calling 90-Degree Benefit- Your call may be monitored or recorded for quality assurance purposes. ... the administrator for benefits in a card members. Please select from the following options to ensure you are directed to the appropriate party to answer your questions. For questions on IMA MechWellness, MVP plans, or COBRA enrollment, please press one. For questions on the APL Hospital Indemnity Plans or dental coverage, please press two. For questions on the Vision Plan, please press three. If you are an employee and you have questions on your active enrollment, please press four. To hear this message again, please press the star key. Thank you for calling APL. Your call may be monitored for quality assurance. Para español, presione nueve. If you know your party's extension, you may dial it now. If you are a medical or dental provider, press one. For verification of benefits, questions about your claim or medical bill, or if you need assistance filing a claim, press two. For questions ab- The information provided during this call is only a description of benefits and not a guarantee of payment or eligibility. Benefits are based on eligibility, the date services are rendered, and all plan provisions. Please hold for the next available representative. All of our representatives are currently assisting other customers. Please hold for the next available representative. Thank you for calling APL. This is Tory. How-

Conversation Format

Speaker speaker_0: ... for calling 90-Degree Benefit-

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_0: ... the administrator for benefits in a card members. Please select from the following options to ensure you are directed to the appropriate party to answer your questions. For questions on IMA MechWellness, MVP plans, or COBRA enrollment, please press one. For questions on the APL Hospital Indemnity Plans or dental coverage, please press two. For questions on the Vision Plan, please press three. If you are an employee and you have questions on your active enrollment, please press four. To hear this message again, please press the star key.

Speaker speaker_1: Thank you for calling APL. Your call may be monitored for quality assurance. Para español, presione nueve. If you know your party's extension, you may dial it now. If you are a medical or dental provider, press one. For verification of benefits, questions about your claim or medical bill, or if you need assistance filing a claim, press two. For questions ab- The information provided during this call is only a description of benefits and not

a guarantee of payment or eligibility. Benefits are based on eligibility, the date services are rendered, and all plan provisions. Please hold for the next available representative. All of our representatives are currently assisting other customers. Please hold for the next available representative.

Speaker speaker_2: Thank you for calling APL. This is Tory. How-