

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance services. Thank you for calling APL. Your call may be monitored for quality assurance. . 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. 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 Sarah. How can I help you? Yes, hello, Sarah. My name is Francesca with Benefits InterCard. I was going to make sure that your system has been updated with the payment record for a member. Okay, Francesca. I'm happy to check on that, um, payment method. What's what, what's the policy number? Bear with me one moment. I apologize, I forgot to have it pull up when I called. No, no worries. And it is... There we go. The policy number is 259-2977. Okay. 259-2977? Yes, ma'am. All right. And then, if I can get the insured's name and date of birth. Hugo Lopez Hinojosa. Date of birth, May 12th, 1982, I mean '89. Sorry. That's great. Thank you. Okay. So, mode of payment on the insured's policy is still showing payroll deduction. Okay. Do you show him active for February all the way to the 23rd? Let me see here. Yes. Patient is still active. Um, I show the effective date on the policy as 1/27/25 and, uh, still active. No, no lapse. All right. Thank you. I was just wanting to confirm that. Okay. Not a problem, Francesca. Anything else I can help you with? That'll be all. Thank you for your time today. All right. Have a great day. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance services.

Speaker speaker_1: Thank you for calling APL. Your call may be monitored for quality assurance. . 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. 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 Sarah. How can I help you?

Speaker speaker_3: Yes, hello, Sarah. My name is Francesca with Benefits InterCard. I was going to make sure that your system has been updated with the payment record for a member.

Speaker speaker_2: Okay, Francesca. I'm happy to check on that, um, payment method. What's what, what's the policy number?

Speaker speaker_3: Bear with me one moment. I apologize, I forgot to have it pull up when I called.

Speaker speaker_2: No, no worries.

Speaker speaker_3: And it is... There we go. The policy number is 259-2977.

Speaker speaker_2: Okay. 259-2977?

Speaker speaker_3: Yes, ma'am.

Speaker speaker_2: All right. And then, if I can get the insured's name and date of birth.

Speaker speaker_3: Hugo Lopez Hinojosa. Date of birth, May 12th, 1982, I mean '89. Sorry.

Speaker speaker_2: That's great. Thank you. Okay. So, mode of payment on the insured's policy is still showing payroll deduction.

Speaker speaker_3: Okay. Do you show him active for February all the way to the 23rd?

Speaker speaker_2: Let me see here. Yes. Patient is still active. Um, I show the effective date on the policy as 1/27/25 and, uh, still active. No, no lapse.

Speaker speaker_3: All right. Thank you. I was just wanting to confirm that.

Speaker speaker_2: Okay. Not a problem, Francesca. Anything else I can help you with?

Speaker speaker_3: That'll be all. Thank you for your time today.

Speaker speaker_2: All right. Have a great day.

Speaker speaker_3: Bye.