

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. 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 1. For verification of benefits, questions about your claim or medical bill, or if you need assistance filing a claim, press 2. For question- 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. For dental, press 1. For Medlink or Gap, press 2. For hospital indemnity or accident, press 3. For cancer, disability, inten- All of our representatives are currently assisting other customers. Please hold for the next available representative. All of our representatives are currently assisting other customers. Please continue to hold or press star to leave a callback number and retain your position in line, and the next available representative will call you back. . All of our representatives are currently assisting other customers. Please continue to hold or press star to leave a callback number and retain your position in line, and the next available representative will call you back. Thank you for calling APL. This is Tory. How may I help you? Yes, hello. Good afternoon, Tory. My name is Francesca Benefits in our card. I was calling to see if I could have the policy number of one of our members that became active this Monday. Okay, Ms. Francesca. I can help you with, um, your, uh, insured. Can you please give me the group number? Uh, we do not have a group number. I have a full Social, if that helps. Okay, yes, that would help. All right, let me know when you're ready. I'm ready for the Social, yes, ma'am. It is 426-97-9954. Okay. Give me just a second to look that up. All right. What is the insured's name? It is Marjorie, M-A-L-L-O-R-I-E. Her last name is Irby, I-R-B-Y. Okay. All right. I'm not pulling her up at this time. You said she was supposed to be issued on what day? She just became active Monday, seventh. It's okay if you can't see her on, on your system, because I know during their first week of activation it's a little bit hard to get their information in. Mm-hmm. Because they're still being loaded. It is. But I was just calling to see- Yeah. Yeah, I was like, "Let me call and see maybe if they have access to it." But that's okay because you- No, ma'am. I don't see that insured yet. Okay. All right, Ms. Francesca. You have a beautiful day, and we thank you for calling APL. Thank you. You, too. Mm, bye-bye, ma'am. Bye.

Conversation Format

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

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 1. For verification of benefits, questions about your claim or medical bill, or if you need assistance filing a claim, press 2. For question- 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. For dental, press 1. For Medlink or Gap, press 2. For hospital indemnity or accident, press 3. For cancer, disability, inten- All of our representatives are currently assisting other customers. Please hold for the next available representative. All of our representatives are currently assisting other customers. Please continue to hold or press star to leave a callback number and retain your position in line, and the next available representative will call you back. . All of our representatives are currently assisting other customers. Please continue to hold or press star to leave a callback number and retain your position in line, and the next available representative will call you back.

Speaker speaker_2: Thank you for calling APL. This is Tory. How may I help you?

Speaker speaker_3: Yes, hello. Good afternoon, Tory. My name is Francesca Benefits in our card. I was calling to see if I could have the policy number of one of our members that became active this Monday.

Speaker speaker_2: Okay, Ms. Francesca. I can help you with, um, your, uh, insured. Can you please give me the group number?

Speaker speaker_3: Uh, we do not have a group number. I have a full Social, if that helps.

Speaker speaker_2: Okay, yes, that would help.

Speaker speaker_3: All right, let me know when you're ready.

Speaker speaker_2: I'm ready for the Social, yes, ma'am.

Speaker speaker_3: It is 426-97-9954.

Speaker speaker_2: Okay. Give me just a second to look that up. All right. What is the insured's name?

Speaker speaker_3: It is Marjorie, M-A-L-L-O-R-I-E. Her last name is Irby, I-R-B-Y.

Speaker speaker_2: Okay. All right. I'm not pulling her up at this time. You said she was supposed to be issued on what day?

Speaker speaker_3: She just became active Monday, seventh. It's okay if you can't see her on, on your system, because I know during their first week of activation it's a little bit hard to get their information in.

Speaker speaker_2: Mm-hmm.

Speaker speaker_3: Because they're still being loaded.

Speaker speaker_2: It is.

Speaker speaker_3: But I was just calling to see-

Speaker speaker_2: Yeah.

Speaker speaker_3: Yeah, I was like, "Let me call and see maybe if they have access to it."
But that's okay because you-

Speaker speaker_2: No, ma'am. I don't see that insured yet.

Speaker speaker_3: Okay.

Speaker speaker_2: All right, Ms. Francesca. You have a beautiful day, and we thank you for calling APL.

Speaker speaker_3: Thank you. You, too.

Speaker speaker_2: Mm, bye-bye, ma'am.

Speaker speaker_3: Bye.