

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Accords. This is Pamela speaking. How may I help you? Hey, how are you? This is -- calling from a pr- we're calling from a provider's office for dental, trying to get our patient's benefits verified because they couldn't provide us any information. Okay. Um, I could tell you as the member, it's active and if you need like a real breakdown of the benefits, I could transfer you to the actual carrier. Yes. We will need a real breakdown. Okay. So let me give you the number first just in case and it's 800-256-8606. Okay. And, um, it's called APL. I will go ahead and transfer you. Okay. Is this dental insurance or is this like health or life insurance? It's... They offer health, life and dental as well. Okay. All right. Okay. Just bear with me.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and Accords. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hey, how are you? This is -- calling from a pr- we're calling from a provider's office for dental, trying to get our patient's benefits verified because they couldn't provide us any information.

Speaker speaker_1: Okay. Um, I could tell you as the member, it's active and if you need like a real breakdown of the benefits, I could transfer you to the actual carrier.

Speaker speaker_2: Yes. We will need a real breakdown.

Speaker speaker_1: Okay. So let me give you the number first just in case and it's 800-256-8606.

Speaker speaker_2: Okay.

Speaker speaker_1: And, um, it's called APL. I will go ahead and transfer you.

Speaker speaker_2: Okay. Is this dental insurance or is this like health or life insurance?

Speaker speaker_1: It's... They offer health, life and dental as well.

Speaker speaker_2: Okay. All right.

Speaker speaker_1: Okay. Just bear with me.