

## Transcript: Pamela

**Blanc-5992045494845440-6215959479238656**

### Full Transcript

Mr. de Armas? Yes. Hey, how you doing? It's Pamela. I'm good. How are you today? I'm okay. I'm sorry I haven't been able to call you back. I've been a little busy. Oh no, that's okay. So, um, you got a call from a gentleman named Sal last week for the- Yeah. ... Atlantic Spine. Okay, so I paid a visit there yesterday. I went to see the doctor and as far as the benefits and the card, um, she, uh, understood that I was going to pay for this myself and then it would be submitted to, to you guys. Okay. So when I spoke to Mr. Sal, I explained to him, um, the benefits, right, and what was going on with your account. And I provide him with the, um, carrier phone number so he could give them a call and verify for them, with them, uh, the procedures that you were gonna go through and how much they were gonna cover and how much will be your part if they didn't cover co- you know, the whole procedure. So I'm not sure- Okay. ... if he spoke to them, but I, like, since your information was not ready in the system, most likely you needed to, to make the claim afterwards. Okay. So I went there yesterday. I have a- Mm-hmm. ... a receipt for \$500. Okay. And then now what do I do with that? So- I, I have it in an email too, if I you want me to send it to you. Oh. So you, did you receive the ID cards that was emailed to you? You didn't say Yes. ... if they received them? And I showed them- Okay. ... I showed that to them. Okay, so on the, on the card, it should be a phone number which is your carrier, which is APL... Let me see. APL, let me make sure it's APL. On the back? Give me one second. Let me make sure it's APL. Yeah. So it should be, um, 800-256-8606. Even on the email from, it should be there as well. Okay, so now when I call that number, what do I tell them? They are your carrier. The- they are a actual insurance. You're gonna es- let them know that you need help to submit the claim. Uh, you already went to the doctor and you have your receipt. Um, they will tell you how to submit the claim. That's where you, um... They probably give you the address to mail them. Let me, let me double check something here. Maybe I could help you. Let me see if we, we have the form. Just bear with me. Please take your time. This was a, um, a, a procedure... Now, it was non-surgical, right? No, no. This was a visit to see this doctor on Park Avenue and the charge was \$500. Okay. Let me fill you in up before Mr. Armas... Just bear with me. Please. That's fine. Take your time. Thank you. Mr. De Arma? Yeah. Thank you for holding. So I was checking the form that I have, but I'd rather have you, um, contact the carrier. I could transfer you to them if you would like to. Because this form that I have, I'm not sure if they have updated it. So I'd rather for you to talk to them, so that way you do it the correct way. I mean, it might be the same one, but I don't have anything updated and it's been a while since I have this form. And they will be able to guide you better, I believe. Okay. So can I tell them that I spoke with you? Mm-hmm. Yes. And the suggestion was that I pay up front and then submit the claim, right? Yes. You could let them know. They're probably gonna be able to see the issue you had before, not showing active in their system and all that. Um, you could let them know that you had to go,

'cause your ID card wasn't, um, available. And- My ID comes- ... they import- Was not- AD- I'm sorry. Oh, sorry. You said it was not available? When, remember when we were going over your situation that, that, um, you weren't showing active in APL which is the carrier? Oh, yeah. Yeah. So they're probably gonna be able to see that as well. Um... Okay. You can let them know that you called us and that you need now to submit the claim. Um, they're gonna be able to see that you were active on the date of service, and they will guide you on what you need to do. Okay, Pamela. Let's try that. Mm-hmm. If anything, you could give a call back. I might... It's a little busy, but I'll get back to you if I need to. Um, do you want me to transfer you there now? Uh, if you can, sure. Okay. Yes. So let me see- Thank you so much for your help. For all your help. No problem. Anytime. If I'm able to contact someone, I will go ahead and, um, and transfer you directly to a, a, a rep. If not, I will have to put you on hold with them, 'cause I have another number waiting for me on the line just there. Let me see if I'm able to- No problem. Just- Okay. ... transfer me over, if it's a problem, I will call them back at 256-884- Yes. All right. Thank you. Just bear with me. Thank you, Pamela. Thank you so much. All right. Bye-bye. Bye-bye.

## Conversation Format

Speaker speaker\_0: Mr. de Armas?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Hey, how you doing? It's Pamela.

Speaker speaker\_1: I'm good. How are you today?

Speaker speaker\_0: I'm okay. I'm sorry I haven't been able to call you back. I've been a little busy.

Speaker speaker\_1: Oh no, that's okay. So, um, you got a call from a gentleman named Sal last week for the-

Speaker speaker\_0: Yeah.

Speaker speaker\_1: ... Atlantic Spine. Okay, so I paid a visit there yesterday. I went to see the doctor and as far as the benefits and the card, um, she, uh, understood that I was going to pay for this myself and then it would be submitted to, to you guys.

Speaker speaker\_0: Okay. So when I spoke to Mr. Sal, I explained to him, um, the benefits, right, and what was going on with your account. And I provide him with the, um, carrier phone number so he could give them a call and verify for them, with them, uh, the procedures that you were gonna go through and how much they were gonna cover and how much will be your part if they didn't cover co- you know, the whole procedure. So I'm not sure-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... if he spoke to them, but I, like, since your information was not ready in the system, most likely you needed to, to make the claim afterwards.

Speaker speaker\_1: Okay. So I went there yesterday. I have a-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... a receipt for \$500.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And then now what do I do with that?

Speaker speaker\_0: So-

Speaker speaker\_1: I, I have it in an email too, if I you want me to send it to you.

Speaker speaker\_0: Oh. So you, did you receive the ID cards that was emailed to you? You didn't say Yes. ... if they received them?

Speaker speaker\_1: And I showed them-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... I showed that to them.

Speaker speaker\_0: Okay, so on the, on the card, it should be a phone number which is your carrier, which is APL... Let me see. APL, let me make sure it's APL.

Speaker speaker\_1: On the back?

Speaker speaker\_0: Give me one second. Let me make sure it's APL. Yeah. So it should be, um, 800-256-8606. Even on the email from, it should be there as well.

Speaker speaker\_1: Okay, so now when I call that number, what do I tell them?

Speaker speaker\_0: They are your carrier. The- they are a actual insurance. You're gonna es- let them know that you need help to submit the claim. Uh, you already went to the doctor and you have your receipt. Um, they will tell you how to submit the claim. That's where you, um... They probably give you the address to mail them. Let me, let me double check something here. Maybe I could help you. Let me see if we, we have the form. Just bear with me.

Speaker speaker\_1: Please take your time.

Speaker speaker\_0: This was a, um, a, a procedure... Now, it was non-surgical, right?

Speaker speaker\_1: No, no. This was a visit to see this doctor on Park Avenue and the charge was \$500.

Speaker speaker\_0: Okay. Let me fill you in up before Mr. Armas... Just bear with me.

Speaker speaker\_1: Please. That's fine. Take your time.

Speaker speaker\_0: Thank you. Mr. De Arma?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Thank you for holding. So I was checking the form that I have, but I'd rather have you, um, contact the carrier. I could transfer you to them if you would like to. Because this form that I have, I'm not sure if they have updated it. So I'd rather for you to talk to them, so that way you do it the correct way. I mean, it might be the same one, but I don't have anything updated and it's been a while since I have this form. And they will be able to guide you better, I believe.

Speaker speaker\_1: Okay. So can I tell them that I spoke with you?

Speaker speaker\_0: Mm-hmm. Yes.

Speaker speaker\_1: And the suggestion was that I pay up front and then submit the claim, right?

Speaker speaker\_0: Yes. You could let them know. They're probably gonna be able to see the issue you had before, not showing active in their system and all that. Um, you could let them know that you had to go, 'cause your ID card wasn't, um, available. And-

Speaker speaker\_1: My ID comes-

Speaker speaker\_0: ... they import-

Speaker speaker\_1: Was not-

Speaker speaker\_0: AD-

Speaker speaker\_1: I'm sorry.

Speaker speaker\_0: Oh, sorry.

Speaker speaker\_1: You said it was not available?

Speaker speaker\_0: When, remember when we were going over your situation that, that, um, you weren't showing active in APL which is the carrier?

Speaker speaker\_1: Oh, yeah.

Speaker speaker\_0: Yeah. So they're probably gonna be able to see that as well. Um...

Speaker speaker\_1: Okay.

Speaker speaker\_0: You can let them know that you called us and that you need now to submit the claim. Um, they're gonna be able to see that you were active on the date of service, and they will guide you on what you need to do.

Speaker speaker\_1: Okay, Pamela. Let's try that.

Speaker speaker\_0: Mm-hmm. If anything, you could give a call back. I might... It's a little busy, but I'll get back to you if I need to. Um, do you want me to transfer you there now?

Speaker speaker\_1: Uh, if you can, sure.

Speaker speaker\_0: Okay. Yes. So let me see-

Speaker speaker\_1: Thank you so much for your help.

Speaker speaker\_0: For all your help. No problem. Anytime. If I'm able to contact someone, I will go ahead and, um, and transfer you directly to a, a, a rep. If not, I will have to put you on hold with them, 'cause I have another number waiting for me on the line just there. Let me see if I'm able to-

Speaker speaker\_1: No problem. Just-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... transfer me over, if it's a problem, I will call them back at 256-884-  
Yes. All right. Thank you. Just bear with me.

Speaker speaker\_0: Thank you, Pamela. Thank you so much.

Speaker speaker\_1: All right.

Speaker speaker\_0: Bye-bye.

Speaker speaker\_1: Bye-bye.