

Transcript: Sara

Marulanda-5051167133581312-5979712487866368

Full Transcript

Thank you. Gracias por com- gracias por comunicarse con Free Nordic. Te habla Sara. Con quién tengo el gusto? Ah, sí, hola Sara. Soy Maggie. Estoy llamando para hacer un breakdown, the benefits. I didn't mean to press for Spanish, sorry. Okay, I'm sorry. That's very... Spanish. Yeah, thank you. Okay, okay, eh, ah, how can I help you? You said- So I'm calling to get a breakdown of benefits for dental coverage. Okay. What, what company are you working with? Our office. Y- okay. You are a provider office. Yes, provider. Right? Okay. Yes. So give me the name and the last name of the patient. Tracey Lane, L-A-N-E. Okay, T-R-A-C-Y? Yes. And L-A-N-E? L-A-N-E, yes. Oof. Okay, I'm gonna need something else. Maybe the date of birth because we have six of them. Okay, March 7th, 1984. Okay, and are you... Okay, is the... Is this person located on, um, Georgia? Yes. Do you know the email? I, I'm just trying to figure out if I have the correct person. Mm-hmm. I have her policy certificate number. Okay, give me just one minute. Her member ID. Let me look. I'm, I'm, I'm just waiting for the system. Give me just a, a minute. Mm-hmm. In the meantime, I'm gonna, uh, explain you what the plan will covers. Okay. Dental. Okay. If, uh, they're going for preventive visitation, cleaning, there is no deductible needed and they will be covered 100%. For basic non-surgical extraction, basic resta- restoration, X-rays, they will cover 80% after \$50 deductible for individual or \$150 for a family. And the annual maximum coverage will be \$500. About a main, um, like, for crowns, braces, all those kind of, um, services, I'm not sure. I think they're not covered, but that's something that, um, APL should tell you directly. We're just administrators. So major, there's no major coverage? No, that I know, but as I say, we're just the administrator, the administrators. We don't have all the information. So if you want me, I can give you their phone number and transfer your call with them. Um, okay, give me the number. Okay, it is 800-256-8606. Um, just for my notes, what is the name of the office where you're calling from and your name? GDC Smiles, Maggie. Are you able to give me the group name and the group number? Yes, ma'am. I'm downloading that information. It's kind of slow. That's okay. And this is American Public Life, correct? Yes. The provider, yes. APL American Public Life. I'm still waiting for the system to download. Okay. And... Okay. Uh, the... Just for your information, the member coverage is active. Mm-hmm. They, they get, um, coverage every week because the deductions are weekly. So it is covered already until the 13th. Oh, goodness. So she gets 5,000 every week? Well, they p- they pay the, the, the premium every week. So, uh, if, like, let's say, if, if they don't get deductions this week, she's not gonna have any coverage next week. Hmm. I'm so confused. Sorry. So this doesn't run on a calendar year? No, they... Okay, because these are staffing agencies. Mm-hmm. The deductions are make every... The following week. Mm-hmm. Okay, give me one second. Sure. Oh, I'm sorry. Okay. So you said it doesn't run in a calendar year? What do you mean when you say calendar year? So usually the 500 is once every year, right? Yes, yes. That's correct. Okay,

good. I thought about weekly or- What I'm talking about is the coverage. I'm, I'm talking about the, the... If they have active coverage or not. So the coverage is active until the 13th. If she got deduction this week, she will have active coverage next week. It's n- not related to what coverage she got. It's related to if she make the... If they make the deduction or if she get paid, they, she, she will get, um, coverage for the following week. If she don't, she won't have any coverage. It's not like monthly, uh, premium. It's weekly premium. Okay. Um- Can I have the group number? Okay, go ahead. 70056. 70056? Yes, and I have the policy number. Okay. 02608187. 02608187? Yes, ma'am. That's the member ID number? That's the policy number. The group number is the one I gave you, but there is no member ID here. So maybe the policy number could be the ID number? Uh... I'm not sure. Okay. But there is no- You can transfer me to... IPL? Yes. Okay. Thank you. Before I do that, is there anything else that I can help you with? No, that's it. All right. So thank you for calling Benefits and a Card. I'm transferring your call right now. Thank you. You're welcome. Bye.

Conversation Format

Speaker None: Thank you. Gracias por com- gracias por comunicarse con Free Nordic. Te habla Sara. Con quién tengo el gusto? Ah, sí, hola Sara. Soy Maggie. Estoy llamando para hacer un breakdown, the benefits. I didn't mean to press for Spanish, sorry. Okay, I'm sorry. That's very... Spanish. Yeah, thank you. Okay, okay, eh, ah, how can I help you? You said- So I'm calling to get a breakdown of benefits for dental coverage. Okay. What, what company are you working with? Our office. Y- okay. You are a provider office. Yes, provider. Right? Okay. Yes. So give me the name and the last name of the patient. Tracey Lane, L-A-N-E. Okay, T-R-A-C-Y? Yes. And L-A-N-E? L-A-N-E, yes. Oof. Okay, I'm gonna need something else. Maybe the date of birth because we have six of them. Okay, March 7th, 1984. Okay, and are you... Okay, is the... Is this person located on, um, Georgia? Yes. Do you know the email? I, I'm just trying to figure out if I have the correct person. Mm-hmm. I have her policy certificate number. Okay, give me just one minute. Her member ID. Let me look. I'm, I'm, I'm just waiting for the system. Give me just a, a minute. Mm-hmm. In the meantime, I'm gonna, uh, explain you what the plan will covers. Okay. Dental. Okay. If, uh, they're going for preventive visitation, cleaning, there is no deductible needed and they will be covered 100%. For basic non-surgical extraction, basic resta- restoration, X-rays, they will cover 80% after \$50 deductible for individual or \$150 for a family. And the annual maximum coverage will be \$500. About a main, um, like, for crowns, braces, all those kind of, um, services, I'm not sure. I think they're not covered, but that's something that, um, APL should tell you directly. We're just administrators. So major, there's no major coverage? No, that I know, but as I say, we're just the administrator, the administrators. We don't have all the information. So if you want me, I can give you their phone number and transfer your call with them. Um, okay, give me the number. Okay, it is 800-256-8606. Um, just for my notes, what is the name of the office where you're calling from and your name? GDC Smiles, Maggie. Are you able to give me the group name and the group number? Yes, ma'am. I'm downloading that information. It's kind of slow. That's okay. And this is American Public Life, correct? Yes. The provider, yes. APL American Public Life. I'm still waiting for the system to download. Okay. And... Okay. Uh, the... Just for your information, the member coverage is active. Mm-hmm. They, they get, um, coverage

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