

Transcript: Sara

Marulanda-5299819314626560-5105755411660800

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... my name is Sarah. May I have your name, please? My name's Lisa. Hi, this is Lisa calling behalf of Henry Ford Hospital to check on a client status. Okay. May I have the name of the patient? Yeah. The member first name is Amanda, last name is Kapnit. And the member's date of birth is- Can you spell their last name for me, please? Sure. It's, uh, S as in Sam, K as in Kilogram, A as in Alpha, P as in Papa, N as in November, I as in India, T as in Tango. Okay. Give me just a minute please. Okay. We got two Amandas. Um, did you know what company the person working with? I don't have that kind of information. Hmm. Or the last four of the social? Social security number? Yes. The last four of the social. It's, uh, it's, uh, 3234. Okay. Thank you very much. Mm-hmm. And when was the service done? The service was done on... You're asking me date of service? Yes, the date of the service. Yeah. Uh, September 15th of 2024. September 13th, you say? 15th? September 15th. 1-5. 24. Okay. Mm-hmm. Okay. Um, what kind of, uh, service was that? Medical, dental, vision? It's a medical. Okay. I'm gonna give your ... button and I'm going to transfer your call with APL, which is the carrier of the insurance. Okay. Oh, and before I do that, uh, do you have a claim number? Yeah. The claim number is 352-5501. Okay. Okay. So are you ready to write down their phone number? Yes. It is 800-256-8606. Thank you. Let me transfer your call with them. Mm-hmm. You're more than welcome. Okay. Have a great day. You too. Stay safe. Have a great day. Thank you. Thanks.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. ... my name is Sarah. May I have your name, please? My name's Lisa. Hi, this is Lisa calling behalf of Henry Ford Hospital to check on a client status. Okay. May I have the name of the patient? Yeah. The member first name is Amanda, last name is Kapnit. And the member's date of birth is- Can you spell their last name for me, please? Sure. It's, uh, S as in Sam, K as in Kilogram, A as in Alpha, P as in Papa, N as in November, I as in India, T as in Tango. Okay. Give me just a minute please. Okay. We got two Amandas. Um, did you know what company the person working with? I don't have that kind of information. Hmm. Or the last four of the social? Social security number? Yes. The last four of the social. It's, uh, it's, uh, 3234. Okay. Thank you very much. Mm-hmm. And when was the service done? The service was done on... You're asking me date of service? Yes, the date of the service. Yeah. Uh, September 15th of 2024. September 13th, you say? 15th? September 15th. 1-5. 24. Okay. Mm-hmm. Okay. Um, what kind of, uh, service was that? Medical, dental, vision? It's a medical. Okay. I'm gonna give your ... button and I'm going to transfer your call with APL, which is the carrier of the

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