

Transcript: Sara

Marulanda-6144342303883264-4699909301649408

Full Transcript

Hello, this is Sarah. Who do I have been speaking with? Hello? Hey, Sarah. My name is Anna with APL. How are you? Hey, Anna. Doing great. How you doing? I'm doing well. How can I help you, Anna? Okay, so I was speaking with Carolina. We have a mutual patient, um, D-Donald Robinson. He has a policy that became active today but APL has not received the information yet, like he's not in our systems. Sounds like he's trying to go to the urgent care, he's asking me... Okay, let me find that person first. If there's something I can provide. Let me find her first. Okay. Um, do you have the name of the agency that she's working with, the temp agency? Uh, Carolina said it's under MAU, the active one is. Okay, let's see, because sometimes they work with two or three at the same time. So, uh, what is their first name? Can you spell that for me? Uh-huh, Donald, D-O-N-A-L-D. Donald, and last name? Robinson, R-O-B-I-N-S-O-N. Oof. There is not just one, there is 50. Okay, Donald Robinson, um, what is his date of birth? Um, hold on one moment. His date of birth is February 15th of 1980. Sorry. 15, 1980. I thought I muted the phone, sorry. It's okay, it's okay, don't worry. Yes. So February, February 15, 1980. Let me see. Mm-hmm. Okay, hold on. Um, do you know his address? I'm trying to, to locate the one down there. Okay, 1980. Um, so we only have the older policies. Um, I, I don't know what Carolina did to find it. I, I can tell you the address that's on the old policies. I don't know if it's his current address. Okay, or, uh, where are you guys located? What state? He's South Carolina. Or where is he located? Mm, okay, hold on, let me check this out. Um... And has a middle initial R. South Carolina. No, it's not this one. Sorry. I'm opening each one, uh, they're trying to, to, to go with the closest one. She said it's under, um, staffing agency MAU. Yes, that's what it's showing, uh, he's active right now. He's active for hospital indemnity with, um, APL. His coverage became active today. Right, so he's asking- Yesterday, yeah. ... if there is something that can be provided to show that he does have active coverage because he needs to go to the urgent care. The a- the policy is not in our systems yet. So only Big has it right now. Is there something that y'all can provide him- Yes, Okay. ... to show that it's active? And if the, i- if the coverage became active today, um, there would be nothing. Not on APL, not here. The only thing we can do is the provider can give us a call and we can verify coverage by phone. Um... Okay. Or the other thing will be a letter of cover- My member is currently on medical, yes, it's, it's the only thing. Uh, but that is not going to help because there is no policy number, not anything in there. Okay, so the, so the be- so the only option is to have the provider give you, give you something- Yes, they can give us a call and we can- ... to verify. Yes, if they call us, we will verify- Okay. ... coverage by phone. Um, we're going to be here until 8:00 PM Eastern Time. All righty. Well, I will let him know. Thank you, Sarah. Ah, okay. Thank you for calling Benefits in a Card. Have a wonderful night and I'm sorry about that. No, it's okay. Thank you for helping me. I hope you have a good evening. You as well. Thank you. Hmm, bye-bye. All right, bye-bye.

Conversation Format

Speaker None: Hello, this is Sarah. Who do I have been speaking with? Hello? Hey, Sarah. My name is Anna with APL. How are you? Hey, Anna. Doing great. How you doing? I'm doing well. How can I help you, Anna? Okay, so I was speaking with Carolina. We have a mutual patient, um, D- Donald Robinson. He has a policy that became active today but APL has not received the information yet, like he's not in our systems. Sounds like he's trying to go to the urgent care, he's asking me... Okay, let me find that person first. If there's something I can provide. Let me find her first. Okay. Um, do you have the name of the agency that she's working with, the temp agency? Uh, Carolina said it's under MAU, the active one is. Okay, let's see, because sometimes they work with two or three at the same time. So, uh, what is their first name? Can you spell that for me? Uh-huh, Donald, D-O-N-A-L-D. Donald, and last name? Robinson, R-O-B-I-N-S-O-N. Oof. There is not just one, there is 50. Okay, Donald Robinson, um, what is his date of birth? Um, hold on one moment. His date of birth is February 15th of 1980. Sorry. 15, 1980. I thought I muted the phone, sorry. It's okay, it's okay, don't worry. Yes. So February, February 15, 1980. Let me see. Mm-hmm. Okay, hold on. Um, do you know his address? I'm trying to, to locate the one down there. Okay, 1980. Um, so we only have the older policies. Um, I, I don't know what Carolina did to find it. I, I can tell you the address that's on the old policies. I don't know if it's his current address. Okay, or, uh, where are you guys located? What state? He's South Carolina. Or where is he located? Mm, okay, hold on, let me check this out. Um... And has a middle initial R. South Carolina. No, it's not this one. Sorry. I'm opening each one, uh, they're trying to, to, to go with the closest one. She said it's under, um, staffing agency MAU. Yes, that's what it's showing, uh, he's active right now. He's active for hospital indemnity with, um, APL. His coverage became active today. Right, so he's asking- Yesterday, yeah. ... if there is something that can be provided to show that he does have active coverage because he needs to go to the urgent care. The a- the policy is not in our systems yet. So only Big has it right now. Is there something that y'all can provide him- Yes, Okay. ... to show that it's active? And if the, i- if the coverage became active today, um, there would be nothing. Not on APL, not here. The only thing we can do is the provider can give us a call and we can verify coverage by phone. Um... Okay. Or the other thing will be a letter of cover- My member is currently on medical, yes, it's, it's the only thing. Uh, but that is not going to help because there is no policy number, not anything in there. Okay, so the, so the be- so the only option is to have the provider give you, give you something- Yes, they can give us a call and we can- ... to verify. Yes, if they call us, we will verify- Okay. ... coverage by phone. Um, we're going to be here until 8:00 PM Eastern Time. All righty. Well, I will let him know. Thank you, Sarah. Ah, okay. Thank you for calling Benefits in a Card. Have a wonderful night and I'm sorry about that. No, it's okay. Thank you for helping me. I hope you have a good evening. You as well. Thank you. Hmm, bye-bye. All right, bye-bye.