

Transcript: Sara

Marulanda-6541850867843072-4700536949882880

Full Transcript

Thank you for calling APL. Your call may be monitored or recorded for quality assurance. Your call may be monitored for quality assurance. Para Espanol, pres uno nueve. Pero primero si lo prefieres, pres cero. If you know your party's extension, you may dial it now. If you are a medical or dental provider, press one. For verification of benefits, questions about your claim or medical bill or if you need assistance filing a claim, press two. For questions about group premium billing, press three. For customer service or new business, ID cards, address changes or policy changes, press four. If you're a broker calling for the broker resource. All of our representatives are currently assisting other customers. Ugh. Please hold to the next available rep- Estamos ocupados, que bien. ... representative. Mira, si usted puede dar el, el, la información del beneficiario y me lo pasa en una peli, por favor. Así como para que no eche tanto rato en la linea esperando. Porque ya le explique, estamos en la linea con alguien. All of our representatives are currently assisting other customers. Please continue to hold or press star to leave a callback number and retain your position in line, and the next available representative will call you back. All of our representatives are currently assisting other customers. Habla, habla Olivia. Please continue to hold or press star to leave a callback number and retain your position in line, and the next available representative will call you back. Mira, eh... Hace gracias, te amo. Good afternoon. Thank you for calling APL, this is Olivia, how can I help you? Hello, Olivia, this is Sara from Benefits in a Card, how you doing today? I'm doing good, Sara, how are you doing today? I'm doing great, thank you. I'm sorry to bother you at this- Yeah. ... time of the day. No, it's fine. It's 1:00 on Friday. It's fine. Look... Thank you. Look, Olivia, um, I have Edgar Rocha from Super Skilled Trades on the other line. He has coverage for employee plus family, uh, but he just was notified about, um, adding the dependents to his account. Um, so this is the thing, he needs to get one of the kids to the doctor. I already add the information on my system and I was... I'm just wondering if you can, uh, like check if he's o- if, if the kids are already in the system for him to be able to, uh, take the kid to the doctor. Okay, Sara, um, I'll be glad to help you with that, so you're just wanting me to check the system to see if the kid, kids are on our plan? Yes. Yes. Okay. Sara, first of all, can I get... Yes, I can help you with that. Can I get your callback number in case we're disconnected? There was a little, uh- Yes, aqui esta. ... connection difficulty there. Yeah. I don't know what's wrong with it. Yep. But okay, our phone number is 800-497-4856. Uh-huh. Do you have an extension? No, I don't, but it's Sara, I'm the only Sara here. Okay. You're the only Sara. I'm the only Olivia here, so we're the same. Oh, so I'm not the only one. Yes, ma'am. Okay. Yes, ma'am. Do you happen to have his policy number or a Social that I can look up? Yes. I got his Social. Uh, give me a minute. Okay. It is 6- Yes, ma'am. ... 6, 5... No, I'm sorry. 635-545-500. Yes, ma'am. Thank you so much for that. Let me look that up real quick for you. Sure, Olivia, thank you very much. You are so welcome. Okay, Edgar Rocha?

Yes, ma'am, it is. Okay. And he was trying to go to the doctor, so I would assume it would be the hospital, Hospital Affinity Plan. Yes, that's correct. He's trying to get one of the kids to the hospital. Mm-hmm. Or his daughter, I mean, his son. Okay. Yes, ma'am, I believe... Yes, ma'am. I believe I found the policy number. Um, yeah, the policy information. Could you verify his date of birth? Yes. He's July 2nd, 1996. Do you have his add- address by any chance? Uh, 6894 West Max 6th Street, Rio Grande City, Texas 78582. I appreciate that, thanks for the verification. Okay, so I do show he has a family plan. He is paying for a family plan. Um, the kids are not listed on our screen, um, but he is paying for a family plan. Um, so- I think I will- ... get those kids added. Oh, yes, please. Yes, I just add the kids, but I don't know how long it would take to show in your system. Yes, ma'am. It will... Oh, yeah, you just added them. Okay. Um, it will take... Well, when we receive the file, um, it will come over and dump into our system. Okay. So when we receive the weekly file from y'all- Mm-hmm. ... um, it will be updated. Um, I can, I can get, uh, the website, go on y'all's website and get the kids', um, information from the website. I, I believe it's probably out there, correct? On, on the website? So, I- The big website. I don't... Oh, okay, let me see. Well, no, it's not showing. Um, what I know is I have him and the dependents here on my, uh, system on Benefit Wizard. Mm-hmm. But I don't know in the website and I don't know how to check that on the website. Uh, how do we do that? Okay. On my ampublic.com, I pay. Oh, no, I'm gonna check in on the Benefits From the Card website. It should be out there. Oh. I, I do think so, yes. Yes. Excuse me. Please. Okay. Yes, ma'am. Let me check that real quick and see if I can... Let me try to get in. Hold on just a moment. Thank you very much. You're welcome. Okay, let me try my, um, password here. It's thinking. It's- Everything is thinking for you too. Well, now it's telling me, "No, you can't get in." It's like, "You can't get in, sorry." Wow. Okay, let me see here. Yeah. Um, try that one. Nope. Hmm. Okay. Never fear, hold on just a moment. Let me get somewhere to look real quick. Um, let's see. That may be that. Okay. All right, I'm gonna get one of my colleagues to try and log in to the website real quick. Is he on hold? I'm sorry? Say what? Is Mr., is Mr. Roshia on the, on hold? Yes, he's on the, on hold. Oh, okay. I'm sorry. I, I emailed- It's okay. ... I mean, I've sent a message to my colleague- I told him that it- ... to see if she can get in. It's okay. I told him that it would take him, it would take just a minute. Okay. Thank you. Maybe she'll get right back to me. I don't know why my password is not working. Yeah, I have trouble with it sometimes and I have to reset it, um, all the time, and I don't know why. I use the same password for all my- How many times... Mm-hmm. Do you have trouble with it sometimes? I think that happens every time, everywhere. Yes. Really? Yes, a lot of them. Yes. Yes. Okay, I'm gonna put you on hold just a second and try to call my colleague. Sure. Sure, ma'am. Take your time. Um, so she can get him in. Is that okay? Okay. Thank you so much, Sarah. Sorry about that. Hold on. You're more than welcome. It's okay, don't worry about it. Dígale al señor, dígale que esto me va a coger, que nos va a coger como unos cinco, diez minutos más. Que usted le va a colgar, pero que ya lo volvemos a llamar. Verifíqueme que sí, este número está bien y que ya lo volvemos a llamar. Esto siempre es... Bueno, esta siempre ha hecho en el pasado. Sarah? Sarah, I'm back. Yes, ma'am. I am here. Thank you for holding. Yes, ma'am. Sure. Yes, ma'am. Okay. So, they are... And we are able to add them real quick. We're going to add his wife, Diana, and their tw- a, a child, Adalina, Edgar Junior, and Ear- Uriel. Uriel. Is that how you say that? Yes. Uriel. Yes. Yes. Okay. Yes. Oh, ■ainger■. So, they all are there, so, um, he's good to go. Mm-hmm. Is there anything else- Okay. Um. ... I can help you with? No, that was pretty much all what I need for now. Um, I

really appreciate. I wish you two have a wonderful weekend and I'm sorry to be bothering you this late- Me too. ... on Friday. Oh, you are not bothering me, Miss Sarah. That's what we're here for. We don't mind helping y'all at all. No, ma'am. Don't ever think that. I know. I really appreciate it. You're welcome, Miss Sarah. Have a... Is there anything else I can help you with? No, everything is pretty much done. Thank you very much. I really appreciate it. Okay. Thank you. You have a, you have a good weekend. Have a- Thanks for calling. You as well. Take care. All righty. My pleasure. Bye-bye. Thank you. Bye-bye. You too. Bye-bye.

Conversation Format

Speaker None: Thank you for calling APL. Your call may be monitored or recorded for quality assurance. Your call may be monitored for quality assurance. Para Espanol, pres uno nueve. Pero primero si lo prefieres, pres cero. If you know your party's extension, you may dial it now. If you are a medical or dental provider, press one. For verification of benefits, questions about your claim or medical bill or if you need assistance filing a claim, press two. For questions about group premium billing, press three. For customer service or new business, ID cards, address changes or policy changes, press four. If you're a broker calling for the broker resource- All of our representatives are currently assisting other customers. Ugh. Please hold to the next available rep- Estamos ocupados, que bien. ... representative. Mira, si usted puede dar el, el, la información del beneficiario y me lo pasa en una peli, por favor. Así como para que no eche tanto rato en la linea esperando. Porque ya le explique, estamos en la linea con alguien. All of our representatives are currently assisting other customers. Please continue to hold or press star to leave a callback number and retain your position in line, and the next available representative will call you back. All of our representatives are currently assisting other customers. Habla, habla Olivia. Please continue to hold or press star to leave a callback number and retain your position in line, and the next available representative will call you back. Mira, eh... Hace gracias, te amo. Good afternoon. Thank you for calling APL, this is Olivia, how can I help you? Hello, Olivia, this is Sara from Benefits in a Card, how you doing today? I'm doing good, Sara, how are you doing today? I'm doing great, thank you. I'm sorry to bother you at this- Yeah. ... time of the day. No, it's fine. It's 1:00 on Friday. It's fine. Look... Thank you. Look, Olivia, um, I have Edgar Rocha from Super Skilled Trades on the other line. He has coverage for employee plus family, uh, but he just was notified about, um, adding the dependents to his account. Um, so this is the thing, he needs to get one of the kids to the doctor. I already add the information on my system and I was... I'm just wondering if you can, uh, like check if he's o- if, if the kids are already in the system for him to be able to, uh, take the kid to the doctor. Okay, Sara, um, I'll be glad to help you with that, so you're just wanting me to check the system to see if the kid, kids are on our plan? Yes. Yes. Okay. Sara, first of all, can I get... Yes, I can help you with that. Can I get your callback number in case we're disconnected? There was a little, uh- Yes, aqui esta. ... connection difficulty there. Yeah. I don't know what's wrong with it. Yep. But okay, our phone number is 800-497-4856. Uh-huh. Do you have an extension? No, I don't, but it's Sara, I'm the only Sara here. Okay. You're the only Sara. I'm the only Olivia here, so we're the same. Oh, so I'm not the only one. Yes, ma'am. Okay. Yes, ma'am. Do you happen to have his policy number or a Social that I can look up? Yes. I got his Social. Uh, give me a minute. Okay. It is 6- Yes, ma'am. ... 6, 5... No,

I'm sorry. 635-545-500. Yes, ma'am. Thank you so much for that. Let me look that up real quick for you. Sure, Olivia, thank you very much. You are so welcome. Okay, Edgar Rocha? Yes, ma'am, it is. Okay. And he was trying to go to the doctor, so I would assume it would be the hospital, Hospital Affinity Plan. Yes, that's correct. He's trying to get one of the kids to the hospital. Mm-hmm. Or his daughter, I mean, his son. Okay. Yes, ma'am, I believe... Yes, ma'am. I believe I found the policy number. Um, yeah, the policy information. Could you verify his date of birth? Yes. He's July 2nd, 1996. Do you have his add- address by any chance? Uh, 6894 West Max 6th Street, Rio Grande City, Texas 78582. I appreciate that, thanks for the verification. Okay, so I do show he has a family plan. He is paying for a family plan. Um, the kids are not listed on our screen, um, but he is paying for a family plan. Um, so- I think I will- ... get those kids added. Oh, yes, please. Yes, I just add the kids, but I don't know how long it would take to show in your system. Yes, ma'am. It will... Oh, yeah, you just added them. Okay. Um, it will take... Well, when we receive the file, um, it will come over and dump into our system. Okay. So when we receive the weekly file from y'all- Mm-hmm. ... um, it will be updated. Um, I can, I can get, uh, the website, go on y'all's website and get the kids', um, information from the website. I, I believe it's probably out there, correct? On, on the website? So, I- The big website. I don't... Oh, okay, let me see. Well, no, it's not showing. Um, what I know is I have him and the dependents here on my, uh, system on Benefit Wizard. Mm-hmm. But I don't know in the website and I don't know how to check that on the website. Uh, how do we do that? Okay. On my ampublic.com, I pay. Oh, no, I'm gonna check in on the Benefits From the Card website. It should be out there. Oh. I, I do think so, yes. Yes. Excuse me. Please. Okay. Yes, ma'am. Let me check that real quick and see if I can... Let me try to get in. Hold on just a moment. Thank you very much. You're welcome. Okay, let me try my, um, password here. It's thinking. It's- Everything is thinking for you too. Well, now it's telling me, "No, you can't get in." It's like, "You can't get in, sorry." Wow. Okay, let me see here. Yeah. Um, try that one. Nope. Hmm. Okay. Never fear, hold on just a moment. Let me get somewhere to look real quick. Um, let's see. That may be that. Okay. All right, I'm gonna get one of my colleagues to try and log in to the website real quick. Is he on hold? I'm sorry? Say what? Is Mr., is Mr. Rosha on the, on hold? Yes, he's on the, on hold. Oh, okay. I'm sorry. I, I emailed- It's okay. ... I mean, I've sent a message to my colleague- I told him that it- ... to see if she can get in. It's okay. I told him that it would take him, it would take just a minute. Okay. Thank you. Maybe she'll get right back to me. I don't know why my password is not working. Yeah, I have trouble with it sometimes and I have to reset it, um, all the time, and I don't know why. I use the same password for all my- How many times... Mm-hmm. Do you have trouble with it sometimes? I think that happens every time, everywhere. Yes. Really? Yes, a lot of them. Yes. Yes. Okay, I'm gonna put you on hold just a second and try to call my colleague. Sure. Sure, ma'am. Take your time. Um, so she can get him in. Is that okay? Okay. Thank you so much, Sarah. Sorry about that. Hold on. You're more than welcome. It's okay, don't worry about it. Dígale al señor, dígale que esto me va a coger, que nos va a coger como unos cinco, diez minutos más. Que usted le va a colgar, pero que ya lo volvemos a llamar. Verifíqueme que sí, este número está bien y que ya lo volvemos a llamar. Esto siempre es... Bueno, esta siempre ha hecho en el pasado. Sarah? Sarah, I'm back. Yes, ma'am. I am here. Thank you for holding. Yes, ma'am. Sure. Yes, ma'am. Okay. So, they are... And we are able to add them real quick. We're going to add his wife, Diana, and their tw- a, a child, Adalina, Edgar Junior, and Ear- Urial. Uriel. Is that how you say that? Yes. Uriel. Yes. Yes. Okay. Yes. Oh,

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