

Transcript: VICTORIA

Taylor-4915534772256768-4613444892049408

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits by Accra. This is Victoria. How can I help you? Oh, hi, Victoria. My wife had a blood test done, but we never filed the claim and I was wondering if we can... it wa- it was back on June 11, and we got a bill from them for \$128.18, but I don't know if the insurance... if, I don't think they'd file a claim on this one. Okay. Um, let me pull up your file. We're just your adminis- excuse me, just your administrators, so you'll have to reach out to the insurance company directly about that. Um, but what's the name of the agency you work for? It was Surge. S-U-R-G-E. And the last four of your Social? 5228. And your first and last name? Uh, it's Jaime Riano. Okay. Do you mind verifying your address and date of birth? Yeah, 27 Green Valley Circle, 11-16-57. Phone number is 706-463-5479? That's correct. Email's gonna be last name, success@gmail.com? Correct. Okay. And you said it was June 11th of '24? Yes, of '24. For my wife, Alicia Alva Ribeiro. Okay. Um, so you would need to reach out to American Public Life and I can give you their phone number. Yes, please. Phone number is 800-256-8606. Okay. 8606. Do you know what my member ID is? I have no idea. Um, I don't have a way to pull up the ID cards either, 'cause the coverage is no longer active. Um... Oh, they're not? Okay. Yeah, the coverage, it looks like it stopped back in September on the 22nd. That... Yeah, that's, that's correct. So would that be on my... Would that be in my APL card for the MultiPlan Card? That says med- medical ID number. Hmm. Well, it looks like you had two policies with American Public Life. You had dental and you had the VIP Standard Medical. Yep. That's, that's correct. That's correct. Yeah, so what I'm trying to say is that you'll have probably two different ID cards with American Public Life on it, one for dental and one for medical. Okay. Yeah, well, the one I'm searching for- So it should say on... Yeah. Yeah, I'm, I was searching for the medical, so... Because it, you know, when I went to talk to these people at the Core Diagnostic Laboratories, they wanted my member ID. I said, "I don't know it," so I'm trying to find that out. Yeah, I- That way you can look me up. Yeah, like I said, when you're- And so I called that number 800 number. Okay. Do you need help with anything else? No, that was it. Thank you, ma'am. You're welcome. Bye-bye. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits by Accra. This is Victoria. How can I help you?

Speaker speaker_2: Oh, hi, Victoria. My wife had a blood test done, but we never filed the claim and I was wondering if we can... it wa- it was back on June 11, and we got a bill from them for \$128.18, but I don't know if the insurance... if, I don't think they'd file a claim on this one.

Speaker speaker_1: Okay. Um, let me pull up your file. We're just your adminis- excuse me, just your administrators, so you'll have to reach out to the insurance company directly about that. Um, but what's the name of the agency you work for?

Speaker speaker_2: It was Surge. S-U-R-G-E.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 5228.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Uh, it's Jaime Riano.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: Yeah, 27 Green Valley Circle, 11-16-57.

Speaker speaker_1: Phone number is 706-463-5479?

Speaker speaker_2: That's correct.

Speaker speaker_1: Email's gonna be last name, success@gmail.com?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. And you said it was June 11th of '24?

Speaker speaker_2: Yes, of '24. For my wife, Alicia Alva Ribeiro.

Speaker speaker_1: Okay. Um, so you would need to reach out to American Public Life and I can give you their phone number.

Speaker speaker_2: Yes, please.

Speaker speaker_1: Phone number is 800-256-8606.

Speaker speaker_2: Okay. 8606. Do you know what my member ID is?

Speaker speaker_1: I have no idea. Um, I don't have a way to pull up the ID cards either, 'cause the coverage is no longer active. Um...

Speaker speaker_2: Oh, they're not? Okay.

Speaker speaker_1: Yeah, the coverage, it looks like it stopped back in September on the 22nd.

Speaker speaker_2: That... Yeah, that's, that's correct. So would that be on my... Would that be in my APL card for the MultiPlan Card? That says med- medical ID number.

Speaker speaker_1: Hmm. Well, it looks like you had two policies with American Public Life. You had dental and you had the VIP Standard Medical.

Speaker speaker_2: Yep. That's, that's correct. That's correct.

Speaker speaker_1: Yeah, so what I'm trying to say is that you'll have probably two different ID cards with American Public Life on it, one for dental and one for medical.

Speaker speaker_2: Okay. Yeah, well, the one I'm searching for-

Speaker speaker_1: So it should say on... Yeah.

Speaker speaker_2: Yeah, I'm, I was searching for the medical, so... Because it, you know, when I went to talk to these people at the Core Diagnostic Laboratories, they wanted my member ID. I said, "I don't know it," so I'm trying to find that out.

Speaker speaker_1: Yeah, I-

Speaker speaker_2: That way you can look me up.

Speaker speaker_1: Yeah, like I said, when you're-

Speaker speaker_2: And so I called that number 800 number.

Speaker speaker_1: Okay. Do you need help with anything else?

Speaker speaker_2: No, that was it. Thank you, ma'am.

Speaker speaker_1: You're welcome. Bye-bye.

Speaker speaker_2: All right. Bye-bye.