

Transcript: VICTORIA

Taylor-6580748341166080-6062366349017088

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. My name is Crystal. I work with Aspen Dental. A patient just gave me this information for his, uh, dental insurance. Okay. Um- I'm wanting to get the verification of benefits, that kind of thing, eligibility. Okay. Um, so we're just the benefits administrators. Um, I can pull up their file and verify if they have active coverage. Do you have the- I do apologize. ... passport- Do you have a phone number for us to call? 'Cause I've never heard of American Public Life. Yeah. I can give you their phone number. Yeah, that way I don't have to bother you, my dear. I just... This is the number he gave us. Oh, okay. I didn't know. Okay. Uh, so the phone number is 800-256- Mm-hmm. ... 8606. Got it. Thank you so much. You have a great day. You too. Bye-bye. Mm-hmm. 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 on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Hi, Victoria. My name is Crystal. I work with Aspen Dental. A patient just gave me this information for his, uh, dental insurance.

Speaker speaker_1: Okay. Um-

Speaker speaker_2: I'm wanting to get the verification of benefits, that kind of thing, eligibility.

Speaker speaker_1: Okay. Um, so we're just the benefits administrators. Um, I can pull up their file and verify if they have active coverage. Do you have the-

Speaker speaker_2: I do apologize.

Speaker speaker_1: ... passport-

Speaker speaker_2: Do you have a phone number for us to call? 'Cause I've never heard of American Public Life.

Speaker speaker_1: Yeah. I can give you their phone number.

Speaker speaker_2: Yeah, that way I don't have to bother you, my dear. I just... This is the number he gave us. Oh, okay. I didn't know.

Speaker speaker_1: Okay. Uh, so the phone number is 800-256-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 8606.

Speaker speaker_2: Got it. Thank you so much. You have a great day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_2: Mm-hmm. Bye-bye.