

Transcript: Chris Sofield

(deactivated)-4873647004631040-6137491278577664

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling APL. Your call may be monitored for quality assurance. . If you know your party's extension, you may dial it now. If you are a medical or dental provider, press 1. For verification of benefits, questions about your claim or medical bill, or if you need assistance filing a claim, press 2. For questions about group premium billing, press 3. For customer service or new business, ID cards, address changes, or policy changes, press 4. If you're a broker calling for the broker resources team, press 7. All of our representatives are currently assisting other customers. Please hold for the next available representative. Thank you for calling APL. This is Tory. How may I help you? Hi. Good evening, Tory. This is Chris over at Benefits and a Card. How are you doing today? I'm doing good, Chris. How are you doing today, sir? I'm doing well, thank you. Um, I was calling to- Awesome. ... uh, I was calling to get some clarification on something. I've got a... I've got a mutual member on, on hold on my other line, uh, claiming that she tried to use her coverage, um, her... to pick up some prescriptions at Walmart last night, uh, but was told that her, her coverage is no longer effective. I was hoping you might be able to kind of- Mm-hmm. ... help me out, verify to make sure, 'cause as far as I can tell, um, coverage is effective- Yes. ... at least at this time, and, and as, as of last night as well. Um, may have been a couple elapses here- Okay. ... but as, as far as when it was trying to be used, it was effective. Um- Okay. All right, Chris. Can you please give me the, um... Well, first let me get your callback number, just in case our call gets disconnected. Unfortunately, I don't have a direct line, um, so they'd just be our 800 number, uh, 800-Mm-hmm. ... 497-4856. Um, and I'm actually the- Thank you. I'm the only Chris in the office, so just ask for me and- Okay. ... they'll get back to me. Um- Yes, sir. Thank you. And then, what is the member's name? Member's name is Kimberly Gamino, G-A-M-I-N-O, and I have her policy number if that helps as well. Yes, that will help me. What is the policy number? Uh, 255-3950. Okay, and then what group is she with? Uh, group 70051, Focus Workforce Management. Okay, let me look the group up real quick. Okay. Chris, can you just verify the group's physical address for me please, for security reasons? Uh... I don't think I have that information. No. Okay. Um- I, I, I do not... I wouldn't have the group's physical address. Okay. Um, the reason is, is because we have to verify for security reasons, because Karen is the contact person for the group. Okay. Miss Karen, um, her name- Karen Marzo? ... is the contact. Yes. So we'll need for Miss Karen to call in, um, about this member. For security reasons, we can't give out information. Okay. All right. Uh, this is new to me. I've never heard of that before, so I'll- Um- ... ask her to look into it then. Right, and I don't see where you have called before. If I'd seen you in the notes somewhere where you had called before on this group, I'd been able to talk to you, but I don't see any notes for your name. So, um, just for security reasons, for HIPAA reasons, I'll have to have Miss Karen call. All right. Well, thank

you for that. I'll reach out to her and see if there's any information or not. Oh, you're welcome, Chris. All right. Have a good night. Yes, thank you so much. We appreciate your call. You too, Chris. Thank you. Okay. Thanks for calling APL. You have a great night also. Bye-bye. Um, bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling APL. Your call may be monitored for quality assurance. . If you know your party's extension, you may dial it now. If you are a medical or dental provider, press 1. For verification of benefits, questions about your claim or medical bill, or if you need assistance filing a claim, press 2. For questions about group premium billing, press 3. For customer service or new business, ID cards, address changes, or policy changes, press 4. If you're a broker calling for the broker resources team, press 7. All of our representatives are currently assisting other customers. Please hold for the next available representative.

Speaker speaker_2: Thank you for calling APL. This is Tory. How may I help you?

Speaker speaker_3: Hi. Good evening, Tory. This is Chris over at Benefits and a Card. How are you doing today?

Speaker speaker_2: I'm doing good, Chris. How are you doing today, sir?

Speaker speaker_3: I'm doing well, thank you. Um, I was calling to-

Speaker speaker_2: Awesome.

Speaker speaker_3: ... uh, I was calling to get some clarification on something. I've got a... I've got a mutual member on, on hold on my other line, uh, claiming that she tried to use her coverage, um, her... to pick up some prescriptions at Walmart last night, uh, but was told that her, her coverage is no longer effective. I was hoping you might be able to kind of-

Speaker speaker_2: Mm-hmm.

Speaker speaker_3: ... help me out, verify to make sure, 'cause as far as I can tell, um, coverage is effective-

Speaker speaker_2: Yes.

Speaker speaker_3: ... at least at this time, and, and as, as of last night as well. Um, may have been a couple elapses here-

Speaker speaker_2: Okay.

Speaker speaker_3: ... but as, as far as when it was trying to be used, it was effective. Um-

Speaker speaker_2: Okay. All right, Chris. Can you please give me the, um... Well, first let me get your callback number, just in case our call gets disconnected.

Speaker speaker_3: Unfortunately, I don't have a direct line, um, so they'd just be our 800 number, uh, 800-

Speaker speaker_2: Mm-hmm.

Speaker speaker_3: ... 497-4856. Um, and I'm actually the-

Speaker speaker_2: Thank you.

Speaker speaker_3: I'm the only Chris in the office, so just ask for me and-

Speaker speaker_2: Okay.

Speaker speaker_3: ... they'll get back to me. Um-

Speaker speaker_2: Yes, sir. Thank you. And then, what is the member's name?

Speaker speaker_3: Member's name is Kimberly Gamino, G-A-M-I-N-O, and I have her policy number if that helps as well.

Speaker speaker_2: Yes, that will help me. What is the policy number?

Speaker speaker_3: Uh, 255-3950.

Speaker speaker_2: Okay, and then what group is she with?

Speaker speaker_3: Uh, group 70051, Focus Workforce Management.

Speaker speaker_2: Okay, let me look the group up real quick. Okay. Chris, can you just verify the group's physical address for me please, for security reasons?

Speaker speaker_3: Uh... I don't think I have that information. No.

Speaker speaker_2: Okay. Um-

Speaker speaker_3: I, I, I do not... I wouldn't have the group's physical address.

Speaker speaker_2: Okay. Um, the reason is, is because we have to verify for security reasons, because Karen is the contact person for the group.

Speaker speaker_3: Okay.

Speaker speaker_2: Miss Karen, um, her name-

Speaker speaker_3: Karen

Speaker speaker_4: Marzo?

Speaker speaker_2: ... is the contact. Yes. So we'll need for Miss Karen to call in, um, about this member. For security reasons, we can't give out information.

Speaker speaker_3: Okay. All right. Uh, this is new to me. I've never heard of that before, so I'll-

Speaker speaker_2: Um-

Speaker speaker_3: ... ask her to look into it then.

Speaker speaker_2: Right, and I don't see where you have called before. If I'd seen you in the notes somewhere where you had called before on this group, I'd been able to talk to you, but I don't see any notes for your name. So, um, just for security reasons, for HIPAA reasons, I'll have to have Miss Karen call.

Speaker speaker_3: All right. Well, thank you for that. I'll reach out to her and see if there's any information or not.

Speaker speaker_2: Oh, you're welcome, Chris.

Speaker speaker_3: All right. Have a good night.

Speaker speaker_2: Yes, thank you so much. We appreciate your call. You too, Chris. Thank you.

Speaker speaker_3: Okay.

Speaker speaker_2: Thanks for calling APL. You have a great night also. Bye-bye.

Speaker speaker_3: Um, bye.