

Transcript: Chris Sofield

(deactivated)-4895678281072640-6250268519874560

Full Transcript

Thank you for calling APL- Your call may be monitored or recorded for quality assurance purposes. ... 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 one. For verification of benefits, questions about your claim or med- All of our representatives are currently assisting other customers. Please hold for the next available representative. Good afternoon. Thank you for calling APL. This is Sol. How may I assist you? Hi, this is Chris over at Benefits and the Card. How are you doing today? I'm good. How about you, Mr. Chris? I'm doing well, thank you. Um, I'm hoping you might be able to help me out. I have a, um, mutual member on my back line, um, stating that she needs her medical pol- her hospital indemnity policy information. However, when I go to pull up the, her, like, try to pull up her information in the broker portal, for some reason, it- it's showing that her indemnity policy, it do- it doesn't show it at all, um, and I kn- I know it should be active based on the information that we have available. I was hoping you might be able to help me see if you can locate this information. Okay. Um, do you have a policy number for her, Mr. Chris? M- yes. What information do you need to have? Ah, so yeah, that's why I just said the policy information doesn't, isn't available to the em- to- to me, for some reason. Um, so what would, what else would you need to try to locate this person? Um, hmm, what about the group number? Uh, the group, I can tell you, is, uh, the group number is 70073. Okay, and let me have my callback number, just in case we get disconnected, Mr. Chris. Um, gonna be, eh, I'm not sure how well it'll help, but it'll be our 800 number, 800-497-4856, and unfortunately, I don't have a, I don't have a direct line or anything like that. Oh, okay. All right,..... And what is the name, again? Uh, her name is, uh, her name is Ariana Sanchez. And she's looking for, you said, the hospital indemnity plan? Yes, ma'am. I don't see she has listed for the hospital indemnity. You don't see that she has it? No. I got, um, dental, disability, life. Okay. Um, all right, thank you. I'll reach out to our back office and see what they need to get over to you guys to get this corrected 'cause she, we see she should have the indemnity plan. Oh, okay. Yeah, we're only showing those three available for her. All right, then. All right, well, thank you so much, ma'am. You have a wonderful day. And you as well. Thank you for calling APL. Take care, Mr. Chris. Bye now.

Conversation Format

Speaker speaker_0: Thank you for calling APL-

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_0: ... 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 one. For verification of benefits, questions about your claim or med- All of our representatives are currently assisting other customers. Please hold for the next available representative.

Speaker speaker_2: Good afternoon. Thank you for calling APL. This is Sol. How may I assist you?

Speaker speaker_3: Hi, this is Chris over at Benefits and the Card. How are you doing today?

Speaker speaker_2: I'm good. How about you, Mr. Chris?

Speaker speaker_3: I'm doing well, thank you. Um, I'm hoping you might be able to help me out. I have a, um, mutual member on my back line, um, stating that she needs her medical pol- her hospital indemnity policy information. However, when I go to pull up the, her, like, try to pull up her information in the broker portal, for some reason, it- it's showing that her indemnity policy, it do- it doesn't show it at all, um, and I kn- I know it should be active based on the information that we have available. I was hoping you might be able to help me see if you can locate this information.

Speaker speaker_2: Okay. Um, do you have a policy number for her, Mr. Chris?

Speaker speaker_3: M- yes.

Speaker speaker_2: What information do you need to have?

Speaker speaker_3: Ah, so yeah, that's why I just said the policy information doesn't, isn't available to the em- to- to me, for some reason. Um, so what would, what else would you need to try to locate this person?

Speaker speaker_2: Um, hmm, what about the group number?

Speaker speaker_3: Uh, the group, I can tell you, is, uh, the group number is 70073.

Speaker speaker_2: Okay, and let me have my callback number, just in case we get disconnected, Mr. Chris.

Speaker speaker_3: Um, gonna be, eh, I'm not sure how well it'll help, but it'll be our 800 number, 800-497-4856, and unfortunately, I don't have a, I don't have a direct line or anything like that.

Speaker speaker_2: Oh, okay. All right,..... And what is the name, again?

Speaker speaker_3: Uh, her name is, uh, her name is Ariana Sanchez.

Speaker speaker_2: And she's looking for, you said, the hospital indemnity plan?

Speaker speaker_3: Yes, ma'am.

Speaker speaker_2: I don't see she has listed for the hospital indemnity.

Speaker speaker_3: You don't see that she has it?

Speaker speaker_2: No. I got, um, dental, disability, life.

Speaker speaker_3: Okay. Um, all right, thank you. I'll reach out to our back office and see what they need to get over to you guys to get this corrected 'cause she, we see she should have the indemnity plan.

Speaker speaker_2: Oh, okay. Yeah, we're only showing those three available for her.

Speaker speaker_3: All right, then. All right, well, thank you so much, ma'am. You have a wonderful day.

Speaker speaker_2: And you as well. Thank you for calling APL. Take care, Mr. Chris.

Speaker speaker_3: Bye now.