

Transcript: Chris Sofield

(deactivated)-5226188453756928-4685668597940224

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits at a Card. This is Chris. How can I help you today? Hi. This is Essentia Medical Center in Mount Juliet. Um, a patient, um, his name is Jeffrey Yamaguchi and his birthday is February 11th, 1973. He is coming here to have a doctor's visit and he gave me his insurance card. It's the American Public Life Insurance Card, the APL. And I- Okay. ... scanned it into the system and it's coming out as unverified and unknown, and it's telling me to contact you all. Hmm. Okay. Um, let's see here. You said name was Jeffrey Yamaguchi and date of birth was what again? February 11th, 1973. Okay. I'm calling on his behalf. Understood. Um, let me see here. Okay. So s- now, I'm, I'm gonna preface this with all we are is just the enrollment admin for Jeffrey's place of employment. Um, we're not the actual insurance company itself. That would be American Public Life. And to our knowledge, his coverage is active and there should be no issues with, with using it. Um, if there's anything that's coming up as a result of trying to run his insurance, that, that may need to be directed to American Public Life directly. Um, I can give you their phone number so you can reach out- Yes. ... to them if ne- Yes. What is the phone number? Uh, that phone number is going to be 800-256-8606. Okay. Sounds good. Thank you so much. Okay. You're welcome. Have a good day. You as well. Okay. Bye-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 at a Card. This is Chris. How can I help you today?

Speaker speaker_2: Hi. This is Essentia Medical Center in Mount Juliet. Um, a patient, um, his name is Jeffrey Yamaguchi and his birthday is February 11th, 1973. He is coming here to have a doctor's visit and he gave me his insurance card. It's the American Public Life Insurance Card, the APL. And I-

Speaker speaker_1: Okay.

Speaker speaker_2: ... scanned it into the system and it's coming out as unverified and unknown, and it's telling me to contact you all.

Speaker speaker_1: Hmm. Okay. Um, let's see here. You said name was Jeffrey Yamaguchi and date of birth was what again?

Speaker speaker_2: February 11th, 1973.

Speaker speaker_1: Okay.

Speaker speaker_2: I'm calling on his behalf.

Speaker speaker_1: Understood. Um, let me see here. Okay. So s- now, I'm, I'm gonna preface this with all we are is just the enrollment admin for Jeffrey's place of employment. Um, we're not the actual insurance company itself. That would be American Public Life. And to our knowledge, his coverage is active and there should be no issues with, with using it. Um, if there's anything that's coming up as a result of trying to run his insurance, that, that may need to be directed to American Public Life directly. Um, I can give you their phone number so you can reach out-

Speaker speaker_2: Yes.

Speaker speaker_1: ... to them if ne-

Speaker speaker_2: Yes. What is the phone number?

Speaker speaker_1: Uh, that phone number is going to be 800-256-8606.

Speaker speaker_2: Okay. Sounds good. Thank you so much. Okay.

Speaker speaker_1: You're welcome.

Speaker speaker_2: Have a good day.

Speaker speaker_1: You as well.

Speaker speaker_2: Okay. Bye-bye.

Speaker speaker_1: Bye.