

## **Transcript: Estefania**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you? Hi, my name is Kim. Uh, and I'm checking on claim status. Okay. Yeah. Um, what's the patient's first and last name as well as their date of birth for me? Member name is, uh, Dorian Bowell, with a date of birth of August 15th of 1962. Okay. Give me one second. Is that na- can you spell that first name for me? You said Duran? Is it D-u-r? Or- Uh, it's, uh, D, sorry, it's D-O-R-I-A-N. Okay. And then that last name? Uh, it is P as in papa, O, Oscar, W as in whiskey, E, echo, L as in lima, L as in lima. And then the date of birth again? Uh, August 15th of 1962. Okay. Thank you. Are you guys located in Virginia? Uh... Just a moment. Uh, yes. Okay. When was the visit for? Uh, it's, it was an emergency visit. What day? Uh, January 22nd of 2024. January 22nd? Yes. Okay. Give me one... Okay. So, at that time, he did have active coverage. Um, however, to know if that visit is gonna be covered or not under the plan that he had, I do have to transfer you to the carrier. But for January 22nd, he did have active coverage, but to find out if it's gonna be covered, um, under the plan that he has, um, I would have to transfer you to the carrier, who is American Public Life. If you wish, I can transfer your call, and if you want, I can provide that phone number to you just in case the call drops. Uh, okay. Let me know when you're ready. Uh, yes, I'm ready. Okay. So, the carrier is American Public Life, or APL. The phone number is 800-256-8606. Again, 800-256-8606. Uh, okay. And then if you want, I can transfer you as well. Uh, okay. Can you transfer the call? Yes, ma'am. Okay. Thank you for your time. I hope you have a great day.

### **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. My name is Stephanie. How can I assist you?

Speaker speaker\_2: Hi, my name is Kim. Uh, and I'm checking on claim status.

Speaker speaker\_1: Okay. Yeah. Um, what's the patient's first and last name as well as their date of birth for me?

Speaker speaker\_2: Member name is, uh, Dorian Bowell, with a date of birth of August 15th of 1962.

Speaker speaker\_1: Okay. Give me one second. Is that na- can you spell that first name for me? You said Duran? Is it D-u-r? Or-

Speaker speaker\_2: Uh, it's, uh, D, sorry, it's D-O-R-I-A-N.

Speaker speaker\_1: Okay. And then that last name?

Speaker speaker\_2: Uh, it is P as in papa, O, Oscar, W as in whiskey, E, echo, L as in lima, L as in lima.

Speaker speaker\_1: And then the date of birth again?

Speaker speaker\_2: Uh, August 15th of 1962.

Speaker speaker\_1: Okay. Thank you. Are you guys located in Virginia?

Speaker speaker\_2: Uh... Just a moment. Uh, yes.

Speaker speaker\_1: Okay. When was the visit for?

Speaker speaker\_2: Uh, it's, it was an emergency visit.

Speaker speaker\_1: What day?

Speaker speaker\_2: Uh, January 22nd of 2024.

Speaker speaker\_1: January 22nd?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Give me one... Okay. So, at that time, he did have active coverage. Um, however, to know if that visit is gonna be covered or not under the plan that he had, I do have to transfer you to the carrier. But for January 22nd, he did have active coverage, but to find out if it's gonna be covered, um, under the plan that he has, um, I would have to transfer you to the carrier, who is American Public Life. If you wish, I can transfer your call, and if you want, I can provide that phone number to you just in case the call drops.

Speaker speaker\_2: Uh, okay.

Speaker speaker\_1: Let me know when you're ready.

Speaker speaker\_2: Uh, yes, I'm ready.

Speaker speaker\_1: Okay. So, the carrier is American Public Life, or APL. The phone number is 800-256-8606. Again, 800-256-8606.

Speaker speaker\_2: Uh, okay.

Speaker speaker\_1: And then if you want, I can transfer you as well.

Speaker speaker\_2: Uh, okay. Can you transfer the call?

Speaker speaker\_1: Yes, ma'am. Okay. Thank you for your time. I hope you have a great day.