

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits and Appl Y my name is Stephanie. How can I assist you? Hey, Stephanie. This is Jonette with Dr. Egojani's office. I actually have a patient in our office trying to verify benefits for her. Okay. Um, does she have, like, active coverage already? It looks like- Or is she trying to enroll? No, she has active coverage. Okay. I just want to verify those benefits. Okay. Um, what's her first and last name? Her first name is Jasmine, last name is Gunn with two Ns. Okay. Wait, give me one second. Mm-hmm. All right. And then what's her date of birth? Her date of birth is 6/1/1989. Okay. Thank you. Tennessee? Yes, ma'am. Okay. And then when's was the visit for or is it for today? It's for today, yes. Okay. And then what is the vi-visit for? Okay. She's having pelvic pain and irregular menstrals. Okay. So she does have active coverage and she does have a medical plan, but to know specifically if that visit's gonna be covered or not, I would have to connect you to the carrier. So she does have active coverage and she does have a medical plan, but to, like, confirm if that service is covered or not, I would have to connect you to APL, which is American Public Life, and they would confirm- Okay. If that ser- if it's something that they cover. Um, i- in case you were to disconnect, do you want me to provide that contact number and I can transfer you as well? That'd be great. All right. Let me know when you're ready. I'm ready. All right. So the carrier's name is APL and their phone number is 800-256-8606. Okay. All right, and then I'm gonna go ahead and transfer your call. I hope you have a great day. You too. Thank you. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Appl Y my name is Stephanie. How can I assist you?

Speaker speaker_1: Hey, Stephanie. This is Jonette with Dr. Egojani's office. I actually have a patient in our office trying to verify benefits for her.

Speaker speaker_0: Okay. Um, does she have, like, active coverage already?

Speaker speaker_1: It looks like-

Speaker speaker_0: Or is she trying to enroll?

Speaker speaker_1: No, she has active coverage.

Speaker speaker_0: Okay.

Speaker speaker_1: I just want to verify those benefits.

Speaker speaker_0: Okay. Um, what's her first and last name?

Speaker speaker_1: Her first name is Jasmine, last name is Gunn with two Ns.

Speaker speaker_0: Okay. Wait, give me one second.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: All right. And then what's her date of birth?

Speaker speaker_1: Her date of birth is 6/1/1989.

Speaker speaker_0: Okay. Thank you. Tennessee?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And then when's was the visit for or is it for today?

Speaker speaker_1: It's for today, yes.

Speaker speaker_0: Okay. And then what is the vi-visit for?

Speaker speaker_1: Okay. She's having pelvic pain and irregular menstrals.

Speaker speaker_0: Okay. So she does have active coverage and she does have a medical plan, but to know specifically if that visit's gonna be covered or not, I would have to connect you to the carrier. So she does have active coverage and she does have a medical plan, but to, like, confirm if that service is covered or not, I would have to connect you to APL, which is American Public Life, and they would confirm-

Speaker speaker_1: Okay. If that ser- if it's something that they cover. Um, i- in case you were to disconnect, do you want me to provide that contact number and I can transfer you as well? That'd be great.

Speaker speaker_0: All right. Let me know when you're ready.

Speaker speaker_1: I'm ready.

Speaker speaker_0: All right. So the carrier's name is APL and their phone number is 800-256-8606.

Speaker speaker_1: Okay.

Speaker speaker_0: All right, and then I'm gonna go ahead and transfer your call. I hope you have a great day.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: Thank you.