

Transcript: Estefania

Acevedo-4986534079283200-6061603987701760

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 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 cust- The information provided during this call is only a description of benefits and not a guarantee of payment or eligibility. Benefits are based on eligibility, the date services are rendered, and all plan provisions. Please hold for the next available representative. For dental, press 1. For Medlink or Gap, press 2. For hospital indemnity or accident, press 3. For cancer, disability, intensive care, heart attack, stroke, or life, press 4. To repeat this menu, press 5. Or press 6 to return to the main menu. For dental, your call may be monitored for quality assurance. . 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- All of our representatives are currently assisting other customers. Please hold for the next available representative. All of our representatives are currently assisting other customers. Please continue to hold or press star to leave a call-back number and retain your position in line, and the next available representative will call you back. . All of our representatives are currently assisting other customers. Please continue to hold or press star to leave a call-back number and retain your position in line, and the next available representative will call you back. Thank you for calling APL. This is Sam. How can I help you? Hey, good afternoon, Sam. I'm calling from Benefits and a card. Um, how are you? Mm-hmm. I'm good. How are you? Good. Thank you. I'm calling because I had a member call earlier today to get their dental card mailed to them. Um, however, it looks like our system that we use, which is APL, to download the cards, it's currently down. We've been trying to download them- Oh. ... and it's either taking too long or not downloading at all. Um, for my case, it's not downloading and I'm only able to provide their policy number. But I was wondering if you guys could send that to the member or send it to us. I sure can. Yes, ma'am. Um, do you happen to have that policy number? Yes. Give me one second. Let me pull her up real quick. I'm sorry. I should have done this when we were calling. And would you say it's been breaking up? Oh, no. I'm s- I'm sorry? Are you just, you've been having trouble today with it? Yes. It's been. I know since I got here at 11:00, um, I had a card that I was gonna check to see if I could go ahead and send it to the member, but it was taking very long to download. And then my other coworkers kind of brought up the fact that the page is not letting them download the cards or that it's taking very long. But I know in my case, it hasn't allowed me to download the cards, so I've just been providing the policy number. But I

know this member does want, like, their dental card. Okay. And I will report that, you know. Um, oh, I hate that. I'm sorry about that. Yeah, and it started- But I will report that about you. ... today, but it's been- Yeah. Okay. ... since the morning. I know since I got here at 11:00. Oh. That's most of the day. That's not good. No. I will report that though. Oh, thank you so much. And I'm sorry. It's still loading. Give me one second. Okay. I'm waiting for it to load. I should have done this when I, before I called. No, you're fine. Okay. It's loading, 5139. Okay. So for their dental, I have policy number. Are you ready? Yes, I am. 2596574. Okay. Um, is it Brianne Lockhart? Yes, ma'am. Okay. Let's just see. Make sure, it will pull up for me. Oh, it actually download already, but I don't know if you could still report that, 'cause I'm not sure if it's gonna- Yes. ... keep doing it. I sure will. Just in case. Right. 'Cause it finally did download just now, but it was giving me trouble earlier. Okay. I will definitely report that. Yes, ma'am. Okay. Well, I guess it downloaded. I'm sorry, but if you could please just let me know. No. Yes, I sure will. Absolutely. Yes, ma'am. All right. Thank you so much. All right. I hope you have a good day. You too. Thank you.

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 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 cust- The information provided during this call is only a description of benefits and not a guarantee of payment or eligibility. Benefits are based on eligibility, the date services are rendered, and all plan provisions. Please hold for the next available representative. For dental, press 1. For Medlink or Gap, press 2. For hospital indemnity or accident, press 3. For cancer, disability, intensive care, heart attack, stroke, or life, press 4. To repeat this menu, press 5. Or press 6 to return to the main menu. For dental, your call may be monitored for quality assurance. . 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- All of our representatives are currently assisting other customers. Please hold for the next available representative. All of our representatives are currently assisting other customers. Please continue to hold or press star to leave a call-back number and retain your position in line, and the next available representative will call you back. . All of our representatives are currently assisting other customers. Please continue to hold or press star to leave a call-back number and retain your position in line, and the next available representative will call you back.

Speaker speaker_2: Thank you for calling APL. This is Sam. How can I help you?

Speaker speaker_3: Hey, good afternoon, Sam. I'm calling from Benefits and a card. Um, how are you?

Speaker speaker_2: Mm-hmm. I'm good. How are you?

Speaker speaker_3: Good. Thank you. I'm calling because I had a member call earlier today to get their dental card mailed to them. Um, however, it looks like our system that we use, which is APL, to download the cards, it's currently down. We've been trying to download them-

Speaker speaker_2: Oh.

Speaker speaker_3: ... and it's either taking too long or not downloading at all. Um, for my case, it's not downloading and I'm only able to provide their policy number. But I was wondering if you guys could send that to the member or send it to us.

Speaker speaker_2: I sure can. Yes, ma'am. Um, do you happen to have that policy number?

Speaker speaker_3: Yes. Give me one second. Let me pull her up real quick. I'm sorry. I should have done this when we were calling.

Speaker speaker_2: And would you say it's been breaking up? Oh, no.

Speaker speaker_3: I'm s- I'm sorry?

Speaker speaker_2: Are you just, you've been having trouble today with it?

Speaker speaker_3: Yes. It's been. I know since I got here at 11:00, um, I had a card that I was gonna check to see if I could go ahead and send it to the member, but it was taking very long to download. And then my other coworkers kind of brought up the fact that the page is not letting them download the cards or that it's taking very long. But I know in my case, it hasn't allowed me to download the cards, so I've just been providing the policy number. But I know this member does want, like, their dental card.

Speaker speaker_2: Okay. And I will report that, you know. Um, oh, I hate that. I'm sorry about that.

Speaker speaker_3: Yeah, and it started-

Speaker speaker_2: But I will report that about you.

Speaker speaker_3: ... today, but it's been-

Speaker speaker_2: Yeah. Okay.

Speaker speaker_3: ... since the morning. I know since I got here at 11:00.

Speaker speaker_2: Oh. That's most of the day. That's not good.

Speaker speaker_3: No.

Speaker speaker_2: I will report that though.

Speaker speaker_3: Oh, thank you so much. And I'm sorry. It's still loading. Give me one second.

Speaker speaker_2: Okay.

Speaker speaker_3: I'm waiting for it to load. I should have done this when I, before I called.

Speaker speaker_2: No, you're fine.

Speaker speaker_3: Okay. It's loading, 5139. Okay. So for their dental, I have policy number. Are you ready?

Speaker speaker_2: Yes, I am.

Speaker speaker_3: 2596574.

Speaker speaker_2: Okay. Um, is it Brianne Lockhart?

Speaker speaker_3: Yes, ma'am.

Speaker speaker_2: Okay. Let's just see. Make sure, it will pull up for me.

Speaker speaker_3: Oh, it actually download already, but I don't know if you could still report that, 'cause I'm not sure if it's gonna-

Speaker speaker_2: Yes.

Speaker speaker_3: ... keep doing it.

Speaker speaker_2: I sure will.

Speaker speaker_3: Just in case.

Speaker speaker_2: Right.

Speaker speaker_3: 'Cause it finally did download just now, but it was giving me trouble earlier.

Speaker speaker_2: Okay. I will definitely report that. Yes, ma'am.

Speaker speaker_3: Okay. Well, I guess it downloaded. I'm sorry, but if you could please just let me know.

Speaker speaker_2: No. Yes, I sure will. Absolutely. Yes, ma'am.

Speaker speaker_3: All right. Thank you so much.

Speaker speaker_2: All right.

Speaker speaker_3: I hope you have a good day.

Speaker speaker_2: You too. Thank you.