

Transcript: Estefania

Acevedo-5023229595271168-5182131909607424

Full Transcript

Thank you for calling Benefits 100. My name is Stephanie. How can I assist you? Yes, ma'am, I'm calling to get benefits on, um, two members. I'm not sure if you can help me with that. Um, to get, like, coverage verification? Yes, and if they have a copay deductible or out of pocket. Okay. Um, give me one second. So what's the me- the first member's first name and last name? It's going to be Esteban Luna. Date of birth is 10/30/97. Okay. So I can definitely let you know if he has active coverage or not. Um, but to know if a service is gonna be covered and how much, I do have to connect you with a carrier for that. They would be the ones to notify you. Um, is he in Texas? Yes. Okay. And then is it for today? Yes, ma'am. Okay. And then what's the service for? Uh, it's gonna be for an office visit. Is it, like, a checkup or...? Um, I wanna say it's just a checkup. Okay. Um, because he does have a medical plan, and he does have a preventative plan. So if you want, I can give you both of those carriers' contact number 'cause his coverage is active, but to know if it's considered a preventative visit or an actual hospital indemnity, you would have to speak to both carriers. And they will let you know if that's a service that they cover or not. Um, so he is active, but I would have to connect you with a carrier. Yeah, go ahead and do that, please. Um, let's go medical. Okay, medical. And then that's gonna be, um, the carrier is American Public Life. And then if you want, I can provide you the contact number just in case your call was to drop. Yes, go ahead. That's 800-Mm-hmm. ... 256- Mm-hmm. ... 8606. Okay. Yeah, please, if you can connect me. Um, did you want me to look up the second member? Um, well, he says that they're under the same plan. Um- Oh. ... but if you just wanna go ahead and connect me. Okay. Um, for the second member, right? Uh-huh. 'Cause I c- I would still have to see if they're active or not. 'Cause with Esteban, he is, but for the second member, I do have to check to see if he's even active. Okay, give me one moment. Mm-hmm.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 100. My name is Stephanie. How can I assist you?

Speaker speaker_1: Yes, ma'am, I'm calling to get benefits on, um, two members. I'm not sure if you can help me with that.

Speaker speaker_0: Um, to get, like, coverage verification?

Speaker speaker_1: Yes, and if they have a copay deductible or out of pocket.

Speaker speaker_0: Okay. Um, give me one second. So what's the me- the first member's first name and last name?

Speaker speaker_1: It's going to be Esteban Luna. Date of birth is 10/30/97.

Speaker speaker_0: Okay. So I can definitely let you know if he has active coverage or not. Um, but to know if a service is gonna be covered and how much, I do have to connect you with a carrier for that. They would be the ones to notify you. Um, is he in Texas?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then is it for today?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And then what's the service for?

Speaker speaker_1: Uh, it's gonna be for an office visit.

Speaker speaker_0: Is it, like, a checkup or...?

Speaker speaker_1: Um, I wanna say it's just a checkup.

Speaker speaker_0: Okay. Um, because he does have a medical plan, and he does have a preventative plan. So if you want, I can give you both of those carriers' contact number 'cause his coverage is active, but to know if it's considered a preventative visit or an actual hospital indemnity, you would have to speak to both carriers. And they will let you know if that's a service that they cover or not. Um, so he is active, but I would have to connect you with a carrier.

Speaker speaker_1: Yeah, go ahead and do that, please. Um, let's go medical.

Speaker speaker_0: Okay, medical. And then that's gonna be, um, the carrier is American Public Life. And then if you want, I can provide you the contact number just in case your call was to drop.

Speaker speaker_1: Yes, go ahead.

Speaker speaker_0: That's 800-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 256-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 8606.

Speaker speaker_1: Okay. Yeah, please, if you can connect me.

Speaker speaker_0: Um, did you want me to look up the second member?

Speaker speaker_1: Um, well, he says that they're under the same plan. Um-

Speaker speaker_0: Oh.

Speaker speaker_1: ... but if you just wanna go ahead and connect me.

Speaker speaker_0: Okay. Um, for the second member, right?

Speaker speaker_1: Uh-huh.

Speaker speaker_0: 'Cause I c- I would still have to see if they're active or not. 'Cause with Esteban, he is, but for the second member, I do have to check to see if he's even active.

Speaker speaker_1: Okay, give me one moment.

Speaker speaker_0: Mm-hmm.