

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you? Hi, Stephanie. My name is Ben, calling from professor's office, and I'm here to check on the claim status. Okay. How can I help you then? Yeah, I'm here to check on the claim status. I just have a claim. Yeah, what's the... What's the member's first and last name? Member is Glenda Barnett. You said Burnett? B-U-R-N-E-T? B-A-R-N-E-T-T. Yes, correct. And then what's her date of birth? Date of birth's gonna be May 23, 1964. Okay, thank you. Are you guys located in Oklahoma? Correct. Okay. And then when was the service for and what was it for? Ser- service was done on May 15 of 2024. Okay. And then- And- ... what was the service for it? It's for... It's a medical service. Okay. Um, so she did have active coverage for May 15, 2024, but to know if that particular service is covered, I would have to connect you to the carrier, which would be American Public Life. Okay? And then they would verify if that particular service was covered or not. But she did have active coverage that day. Mm-hmm. Okay. But the service is not exactly mentioned here. Yeah. I'm sorry? Uh, like service taken was not ex- exactly mentioned here. It's for medical claims. That's what I... Yeah. That's what I'm all about. Okay. Yeah, for May 15 of 2024. Correct? Correct. Yeah, um, so, like, she does... Like I said, she does have active coverage, but to know if it's going to be covered under the plan that she has, I would have to transfer you to the carrier, and then they would inform you. Okay. Yes, sir. Um, I'm gonna go ahead and transfer your call. Would you like the phone number as well just in case when I- Yes. ... transfer you, if it gets disconnected? Yes, correct. Thank you so much for that. Okay. Um, are you ready for it? Yeah, I'm ready. It's gonna be... The name of the carrier is American Public Life. The phone number is 800, so 800- Um-hmm. ... 256-86-06. I'm gonna repeat that one more time. So that's 800-256-8606. Correct. Got it. Okay. Now I'm gonna go ahead and transfer- Thank you. ... your call. You're welcome. Thank you for your time. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hi, Stephanie. My name is Ben, calling from professor's office, and I'm here to check on the claim status.

Speaker speaker_1: Okay. How can I help you then?

Speaker speaker_2: Yeah, I'm here to check on the claim status. I just have a claim.

Speaker speaker_1: Yeah, what's the... What's the member's first and last name?

Speaker speaker_2: Member is Glenda Barnett.

Speaker speaker_1: You said Burnett? B-U-R-N-E-T?

Speaker speaker_2: B-A-R-N-E-T-T. Yes, correct.

Speaker speaker_1: And then what's her date of birth?

Speaker speaker_2: Date of birth's gonna be May 23, 1964.

Speaker speaker_1: Okay, thank you. Are you guys located in Oklahoma?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. And then when was the service for and what was it for?

Speaker speaker_2: Ser- service was done on May 15 of 2024.

Speaker speaker_1: Okay. And then-

Speaker speaker_2: And-

Speaker speaker_1: ... what was the service for it?

Speaker speaker_2: It's for... It's a medical service.

Speaker speaker_1: Okay. Um, so she did have active coverage for May 15, 2024, but to know if that particular service is covered, I would have to connect you to the carrier, which would be American Public Life. Okay? And then they would verify if that particular service was covered or not. But she did have active coverage that day.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay.

Speaker speaker_2: But the service is not exactly mentioned here. Yeah.

Speaker speaker_1: I'm sorry?

Speaker speaker_2: Uh, like service taken was not ex- exactly mentioned here. It's for medical claims. That's what I... Yeah. That's what I'm all about.

Speaker speaker_1: Okay. Yeah, for May 15 of 2024. Correct?

Speaker speaker_2: Correct.

Speaker speaker_1: Yeah, um, so, like, she does... Like I said, she does have active coverage, but to know if it's going to be covered under the plan that she has, I would have to transfer you to the carrier, and then they would inform you.

Speaker speaker_2: Okay.

Speaker speaker_1: Yes, sir. Um, I'm gonna go ahead and transfer your call. Would you like the phone number as well just in case when I-

Speaker speaker_2: Yes.

Speaker speaker_1: ... transfer you, if it gets disconnected?

Speaker speaker_2: Yes, correct. Thank you so much for that.

Speaker speaker_1: Okay. Um, are you ready for it?

Speaker speaker_2: Yeah, I'm ready.

Speaker speaker_1: It's gonna be... The name of the carrier is American Public Life. The phone number is 800, so 800-

Speaker speaker_2: Um-hmm.

Speaker speaker_1: ... 256-86-06. I'm gonna repeat that one more time. So that's 800-256-8606.

Speaker speaker_2: Correct. Got it.

Speaker speaker_1: Okay. Now I'm gonna go ahead and transfer-

Speaker speaker_2: Thank you.

Speaker speaker_1: ... your call. You're welcome. Thank you for your time.

Speaker speaker_2: Thank you.