

## **Transcript: Estefania**

**Acevedo-6486885785190400-4526566242304000**

### **Full Transcript**

Thank you for calling Benefit Central Card. My name is Stephanie. How can I assist you? Uh, hi, Stephanie. My name is Tenille, T-E-N-I-L-L-E. I'm calling to see why a claim was denied. Okay. What staffing agency do you work for? Southeast Health Medical Center. Is that the staffing agency? Uh... I'm calling about a claim, so I'm not understanding what you asking. Yeah. So we're the healthcare administrators for staffing agencies. I would actually have to connect you to the carrier and they would be able to answer that question. But to see what- Okay. ... plans you have and to find you in our system, I do need the last, the last four of your Social and also the name of your staffing agency. Okay. I'm calling for a patient. Oh, okay. I'm trying to see if someone in the Claims Department... This not the Claims Department? No. I would actually have to connect you to the carrier. Um, what's the member's first and last name? It's Lee Otis Anderson. Okay. What's their date of birth? November 11th, 1977. What state? Alabama. Okay. By any chance, does your ph- there, it's 'cause they have two files. I wanna make sure I'm in the right one. Um, is, does their phone number end in 1353? Yes. Okay. 'Cause... think I'm on the wrong side, that, uh... Okay. And then when was that service for? Um, it was for November 6th of 2024. And then what was it for? Emergency care. Okay. So they did have active coverage, but to know exactly why it was denied, um, I do have to connect you to APL who's the carrier. Okay. Okay? Um, do you want me to provide that contact number? Yeah. I'll be happy to transfer you, but just in case your call was to drop, um, just so that you have that number on hand. Okay. Um, so the carrier is American Public Life, or APL, and their phone number is 800-256-86-06. Again, 800-256-86-06. So for November 6th- Okay. So 256-86-06. Mm-hmm. Correct. Okay. Mm-hmm. And then, for November 6th of last year they did have active coverage, and they had the Insure Protect Hands which is the medical plan that would cover a flat fee of like a doctor visit, hospital, urgent care, emergency room or even some surgeries. Okay. But to find out exactly why it wasn't covered, or if that service is covered or not, um, you do have to contact APL. So if you want, I can go ahead and transfer your call. Yes, I do. Thank you. And then, um, I'm sorry, what was your name again? My name is Tenille, T-E-N-I-L-L-E. Okay. Thank you. And then I hope you have a great day. I'm about to transfer your call to APL. You too. Thank you. Mm-hmm. Okay.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefit Central Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Uh, hi, Stephanie. My name is Tenille, T-E-N-I-L-L-E. I'm calling to see why a claim was denied.

Speaker speaker\_0: Okay. What staffing agency do you work for?

Speaker speaker\_1: Southeast Health Medical Center.

Speaker speaker\_0: Is that the staffing agency?

Speaker speaker\_1: Uh... I'm calling about a claim, so I'm not understanding what you asking.

Speaker speaker\_0: Yeah. So we're the healthcare administrators for staffing agencies. I would actually have to connect you to the carrier and they would be able to answer that question. But to see what-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... plans you have and to find you in our system, I do need the last, the last four of your Social and also the name of your staffing agency.

Speaker speaker\_1: Okay. I'm calling for a patient.

Speaker speaker\_0: Oh, okay.

Speaker speaker\_1: I'm trying to see if someone in the Claims Department... This not the Claims Department?

Speaker speaker\_0: No. I would actually have to connect you to the carrier. Um, what's the member's first and last name?

Speaker speaker\_1: It's Lee Otis Anderson.

Speaker speaker\_0: Okay. What's their date of birth?

Speaker speaker\_1: November 11th, 1977.

Speaker speaker\_0: What state?

Speaker speaker\_1: Alabama.

Speaker speaker\_0: Okay. By any chance, does your ph- there, it's 'cause they have two files. I wanna make sure I'm in the right one. Um, is, does their phone number end in 1353?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. 'Cause... think I'm on the wrong side, that, uh... Okay. And then when was that service for?

Speaker speaker\_1: Um, it was for November 6th of 2024.

Speaker speaker\_0: And then what was it for?

Speaker speaker\_1: Emergency care.

Speaker speaker\_0: Okay. So they did have active coverage, but to know exactly why it was denied, um, I do have to connect you to APL who's the carrier.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay? Um, do you want me to provide that contact number?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: I'll be happy to transfer you, but just in case your call was to drop, um, just so that you have that number on hand.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, so the carrier is American Public Life, or APL, and their phone number is 800-256-86-06. Again, 800-256-86-06. So for November 6th-

Speaker speaker\_1: Okay. So 256-86-06.

Speaker speaker\_0: Mm-hmm. Correct.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Mm-hmm. And then, for November 6th of last year they did have active coverage, and they had the Insure Protect Hands which is the medical plan that would cover a flat fee of like a doctor visit, hospital, urgent care, emergency room or even some surgeries.

Speaker speaker\_1: Okay.

Speaker speaker\_0: But to find out exactly why it wasn't covered, or if that service is covered or not, um, you do have to contact APL. So if you want, I can go ahead and transfer your call.

Speaker speaker\_1: Yes, I do. Thank you.

Speaker speaker\_0: And then, um, I'm sorry, what was your name again?

Speaker speaker\_1: My name is Tenille, T-E-N-I-L-L-E.

Speaker speaker\_0: Okay. Thank you. And then I hope you have a great day. I'm about to transfer your call to APL.

Speaker speaker\_1: You too. Thank you.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Okay.