

Transcript: Estefania

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Full Transcript

Thank you for calling Venosa Centra Card. My name is Stephanie. How can I assist you? Hi, Stephanie. Um, my name is Tiffany Bryant and I was calling to see if my medical, um, insurance cover going to see a bone specialist? I'm sorry? I- if your medical insurance was gonna... I'm sorry, can you repeat that last part? You kinda broke off. I was trying to see did my medical insurance, um, cover like an appointment to see a bone specialist? Okay. So that's something that we would ha- that you would have to ask the carrier. Um, let me see what plan you have. Which staffing agency are you with? I'm with Surge Staffing. Surge. Yeah. And then what are the last four of your social? 8699- Your first and last name, please. Tiffany Bryant. For security purposes, could you verify your address and date of birth? My address, um, what I live next to I think it's 1260 Greenwood Street, Memphis, Tennessee, 38106. So I have a different one. Um, it's at 2143 Former Avenue, Memphis, Tennessee 3814. Mm-hmm. Yes, ma'am. And then what was that date of birth? 12/05/1996. Do you want me to go ahead and change your address? Yes, ma'am, please. What was the new address? You said 12- 1260 Greenwood Street. 1260 Greenwood Street. Is it still the same city and state? Yes, 38106. Thank you. And then I have 901-499-0101 as your phone number. Yes, that's correct. And I have your first name, last initial of your last name @gmail.com. Is that up to date? Yes, it is. Okay. So, you have the VIP Classic Plan. That plan would cover doctor visits that's sick, hospital visits that's injured, urgent care, emergency room and surgeries. However, to know if that specific visit would be covered, um, for bone visits, you would have to contact the carrier who is APL. So if you want, I can go ahead and transfer your call to them and then I can provide that number, just in case your call was to drop. Yes, ma'am, 'cause I, um, I tore my ligaments or my ACL in my knee and I need to see on Monday to follow up with the hospital on visit. Okay. Okay, yeah. So I would have to connect you to the carrier. Um, would you like me to provide that number just in case the call drops once I transfer you? Yes, ma'am. Okay. Um, the carrier is APL, which stands for American Public Life and their phone number is- 856... 806. ... 80606. And then I'm gonna go ahead and transfer your call. They should be able to give you that answer that you're looking for. Thank you. You're welcome. Have a nice day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Venosa Centra Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, Stephanie. Um, my name is Tiffany Bryant and I was calling to see if my medical, um, insurance cover going to see a bone specialist?

Speaker speaker_0: I'm sorry? I- if your medical insurance was gonna... I'm sorry, can you repeat that last part? You kinda broke off.

Speaker speaker_1: I was trying to see did my medical insurance, um, cover like an appointment to see a bone specialist?

Speaker speaker_0: Okay. So that's something that we would ha- that you would have to ask the carrier. Um, let me see what plan you have. Which staffing agency are you with?

Speaker speaker_1: I'm with Surge Staffing.

Speaker speaker_0: Surge.

Speaker speaker_1: Yeah.

Speaker speaker_0: And then what are the last four of your social?

Speaker speaker_1: 8699-

Speaker speaker_0: Your first and last name, please.

Speaker speaker_1: Tiffany Bryant.

Speaker speaker_0: For security purposes, could you verify your address and date of birth?

Speaker speaker_1: My address, um, what I live next to I think it's 1260 Greenwood Street, Memphis, Tennessee, 38106.

Speaker speaker_0: So I have a different one.

Speaker speaker_1: Um, it's at 2143 Former Avenue, Memphis, Tennessee 3814.

Speaker speaker_0: Mm-hmm. Yes, ma'am. And then what was that date of birth?

Speaker speaker_1: 12/05/1996.

Speaker speaker_0: Do you want me to go ahead and change your address?

Speaker speaker_1: Yes, ma'am, please.

Speaker speaker_0: What was the new address? You said 12-

Speaker speaker_1: 1260 Greenwood Street.

Speaker speaker_0: 1260 Greenwood Street. Is it still the same city and state?

Speaker speaker_1: Yes, 38106.

Speaker speaker_0: Thank you. And then I have 901-499-0101 as your phone number.

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: And I have your first name, last initial of your last name @gmail.com. Is that up to date?

Speaker speaker_1: Yes, it is.

Speaker speaker_0: Okay. So, you have the VIP Classic Plan. That plan would cover doctor visits that's sick, hospital visits that's injured, urgent care, emergency room and surgeries. However, to know if that specific visit would be covered, um, for bone visits, you would have to contact the carrier who is APL. So if you want, I can go ahead and transfer your call to them and then I can provide that number, just in case your call was to drop.

Speaker speaker_1: Yes, ma'am, 'cause I, um, I tore my ligaments or my ACL in my knee and I need to see on Monday to follow up with the hospital on visit.

Speaker speaker_0: Okay. Okay, yeah. So I would have to connect you to the carrier. Um, would you like me to provide that number just in case the call drops once I transfer you?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Um, the carrier is APL, which stands for American Public Life and their phone number is-

Speaker speaker_1: 856... 806.

Speaker speaker_0: ... 80606. And then I'm gonna go ahead and transfer your call. They should be able to give you that answer that you're looking for.

Speaker speaker_1: Thank you.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: You too.