# Transcript: Estefania Acevedo-6720106827268096-4575045540823040

## Full Transcript

All right, hold up, I'm just gonna... Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, I was trying to call to verify a patient's insurance activity to see if it's, uh, eligible or active. Okay. What's the member's first and last name? First name is Alexis. The last name is Doneski. Do you want me to spell that? Yes, ma'am. The last name is D as in David, O, N as in Nancy, E, S as in Sam, K-I. And then the date of birth? Uh, June 17th, 2002. In Texas? Correct. And when was the service for and what was it for? Uh, well, she's trying to schedule a new patient appointment but she essentially has a policy number and I can't run this insurance in our system 'cause we don't have this type of in- or anything by this name. Okay, so she did give you her information though, right? Yeah. Well, the, um- Right. When did- So she gave- When... So it's for a future service? Correct, an appointment scheduled for tomorrow. Okay. However, the only thing she... I asked her for a member ID number. She said she only had a policy number. Mm-hmm. I don't know if that's what you guys have, or... Okay, well, let me check real quick. I know with the plan that she does have active coverage for this week. Um, and she does have a plan that doesn't require a network. So it really just depends on the provider if they accept it or not, which is you guys. But let me see if her card is ready. Give me one second. I'm gonna put you in a brief hold. Okay. Okay, ma'am. So yeah, so I have the same information that the member was given to you earlier, which is her policy number. Um, I can go ahead and transfer you to the carrier, though, and you can speak to them if that's an insurance that you guys take. Um, because like I said, she is active, doesn't require a network. Um, so you're welcome to speak to APL, who's the carrier, which stands for American Public Life. What's, uh... Do you guys have a PO box? No. That I can put in the system? Where do the claims go then? APL, where I'm about to transfer you. Okay. Okay. Um, did you want me to provide the number just in case your call was to disconnect? Uh, yeah, she gave me this one where she says it's on the... But I don't know where she found it. Um, is it the 8606 one? No. If you... 'Cause it's not gonna be this number that you're... We're just the administrators. You actually need to speak to the carrier, especially regarding claims. Okay. Who is it? Um, it's 800-256-8606. So again, 800-256-8606. And that stands for APL, which is American Public Life. And I'm about to transfer your call, okay? Okay, thank you.

## Conversation Format

Speaker speaker_0: All right, hold up, I'm just gonna...

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

Speaker speaker_0: Hi, I was trying to call to verify a patient's insurance activity to see if it's, uh, eligible or active.

Speaker speaker_1: Okay. What's the member's first and last name?

Speaker speaker_0: First name is Alexis. The last name is Doneski. Do you want me to spell that?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: The last name is D as in David, O, N as in Nancy, E, S as in Sam, K-I.

Speaker speaker_1: And then the date of birth?

Speaker speaker_0: Uh, June 17th, 2002.

Speaker speaker_1: In Texas?

Speaker speaker_0: Correct.

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

Speaker speaker_0: Uh, well, she's trying to schedule a new patient appointment but she essentially has a policy number and I can't run this insurance in our system 'cause we don't have this type of in- or anything by this name.

Speaker speaker_1: Okay, so she did give you her information though, right?

Speaker speaker_0: Yeah.

Speaker speaker_1: Well, the, um-

Speaker speaker_0: Right.

Speaker speaker_1: When did-

Speaker speaker_0: So she gave-

Speaker speaker_1: When... So it's for a future service?

Speaker speaker_0: Correct, an appointment scheduled for tomorrow.

Speaker speaker_1: Okay.

Speaker speaker_0: However, the only thing she... I asked her for a member ID number. She said she only had a policy number.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: I don't know if that's what you guys have, or...

Speaker speaker_1: Okay, well, let me check real quick. I know with the plan that she does have active coverage for this week. Um, and she does have a plan that doesn't require a network. So it really just depends on the provider if they accept it or not, which is you guys. But let me see if her card is ready. Give me one second. I'm gonna put you in a brief hold.

Speaker speaker_0: Okay.

Speaker speaker_1: Okay, ma'am. So yeah, so I have the same information that the member was given to you earlier, which is her policy number. Um, I can go ahead and transfer you to the carrier, though, and you can speak to them if that's an insurance that you guys take. Um, because like I said, she is active, doesn't require a network. Um, so you're welcome to speak to APL, who's the carrier, which stands for American Public Life.

Speaker speaker_0: What's, uh... Do you guys have a PO box?

Speaker speaker_1: No.

Speaker speaker_0: That I can put in the system? Where do the claims go then?

Speaker speaker_1: APL, where I'm about to transfer you.

Speaker speaker_0: Okay.

Speaker speaker_1: Okay. Um, did you want me to provide the number just in case your call was to disconnect?

Speaker speaker_0: Uh, yeah, she gave me this one where she says it's on the... But I don't know where she found it.

Speaker speaker_1: Um, is it the 8606 one?

Speaker speaker_0: No.

Speaker speaker_1: If you... 'Cause it's not gonna be this number that you're... We're just the administrators. You actually need to speak to the carrier, especially regarding claims.

Speaker speaker_0: Okay. Who is it?

Speaker speaker_1: Um, it's 800-256-8606. So again, 800-256-8606. And that stands for APL, which is American Public Life. And I'm about to transfer your call, okay?

Speaker speaker_0: Okay, thank you.