

Transcript: Franchesca

Baez-4948907984371712-4515654769000448

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling APL. Your call may be monitored for quality assurance. . If you know your party's extension, you may dial it now. If you are a medical or dental provider, press one. For verification of benefits, questions about your claim or medical bill, or if you need assistance filing a claim, press two. For questions about group pre- The information provided during this call is only a description of benefits and not a guarantee of payment or eligibility. Benefits are based on eligibility, the date services are rendered, and all plan provisions. Please hold for the next available representative. All of our representatives are currently assisting other customers. Please hold for the next available representative. Thank you for calling APL. My name is Alicia, how may I help you? Hi, Alicia. This is Francesca over at Benefits in a Card. I have a member that would like to review a couple of bills that were not approved by the billing department to know why those services weren't covered under her plan. Well, it would be my pleasure, Francesca, to assist you. Do you have the policy number or social? I do have the last four of the social, if you like. Okay. That, that's... We have to have the whole social. What's the last name? It is Widdows. W- W- ... I... What? Yeah, W-I-D-D-O-W-S? Yes, ma'am. And the first- And the first name? Brittany. And I do have her policy number. Oh, sorry. Wonderful. What's that number? Me too. Sorry about that. What's that number? It's 0250... 9591. Okay. We have... And her last name is with two Ds? Yes, ma'am. W-I-D-D-O-W-S? Perfect. And can you verify her date of birth just so she doesn't- It is- ... have to do that with me again? Of course. May 24th, 1991. All right. Thank you. Is her current mailing address 435 South Chestnut Street, Apartment C in Reed City, Michigan? Yes, ma'am. ZIP code 49677. Perfect. Well, Francesca, it would be a pleasure to assist Miss Brittany. And we don't have any claims, just so you know, on file. I noticed. Yeah, but she was trying to figure out what aisle. Yeah. I'll be happy to help her. All right. Bear with me one moment. Let me get her transferred over. Francesca, thank you, and I hope you have a great day. Thank you. You too. Thank you. This is Brittany.

Conversation Format

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

Speaker speaker_1: Thank you for calling APL. Your call may be monitored for quality assurance. . If you know your party's extension, you may dial it now. If you are a medical or dental provider, press one. For verification of benefits, questions about your claim or medical bill, or if you need assistance filing a claim, press two. For questions about group pre- The

information provided during this call is only a description of benefits and not a guarantee of payment or eligibility. Benefits are based on eligibility, the date services are rendered, and all plan provisions. Please hold for the next available representative. All of our representatives are currently assisting other customers. Please hold for the next available representative.

Speaker speaker_2: Thank you for calling APL. My name is Alicia, how may I help you?

Speaker speaker_3: Hi, Alicia. This is Francesca over at Benefits in a Card. I have a member that would like to review a couple of bills that were not approved by the billing department to know why those services weren't covered under her plan.

Speaker speaker_2: Well, it would be my pleasure, Francesca, to assist you. Do you have the policy number or social?

Speaker speaker_3: I do have the last four of the social, if you like.

Speaker speaker_2: Okay. That, that's... We have to have the whole social. What's the last name?

Speaker speaker_3: It is Widdows. W-

Speaker speaker_2: W-

Speaker speaker_3: ... I... What?

Speaker speaker_2: Yeah, W-I-D-D-O-W-S?

Speaker speaker_3: Yes, ma'am. And the first-

Speaker speaker_2: And the first name?

Speaker speaker_3: Brittany. And I do have her policy number. Oh, sorry.

Speaker speaker_2: Wonderful. What's that number?

Speaker speaker_3: Me too. Sorry about that. What's that number? It's 0250... 9591.

Speaker speaker_2: Okay. We have... And her last name is with two Ds?

Speaker speaker_3: Yes, ma'am.

Speaker speaker_2: W-I-D-D-O-W-S? Perfect. And can you verify her date of birth just so she doesn't-

Speaker speaker_3: It is-

Speaker speaker_2: ... have to do that with me again?

Speaker speaker_3: Of course. May 24th, 1991.

Speaker speaker_2: All right. Thank you. Is her current mailing address 435 South Chestnut Street, Apartment C in Reed City, Michigan?

Speaker speaker_3: Yes, ma'am. ZIP code 49677.

Speaker speaker_2: Perfect. Well, Francesca, it would be a pleasure to assist Miss Brittany. And we don't have any claims, just so you know, on file.

Speaker speaker_3: I noticed. Yeah, but she was trying to figure out what aisle.

Speaker speaker_2: Yeah. I'll be happy to help her.

Speaker speaker_3: All right. Bear with me one moment. Let me get her transferred over.

Speaker speaker_2: Francesca, thank you, and I hope you have a great day.

Speaker speaker_3: Thank you. You too.

Speaker speaker_2: Thank you.

Speaker speaker_3: This is Brittany.