

Transcript: Francesca

Baez-5140769955954688-6727434919002112

Full Transcript

Thank you for calling Benefits Intercom. My name is Francesca. How can I assist you today? Hey. I just needed help checking the status of a few claims. Ma'am, I, you sound very far away. Can you hear me? Ma'am, I can hear better now. Thank you. Yeah. So I just needed help checking the status of a few claims. Is there 90 Degree or American Public Life on those claims? Let me see. Um, I just got a transfer here so give me one second. Let me look. It is for American Public Life. I can give you the phone number to transfer you over to them. Um, we only administer the health benefits so the only thing that I can tell you before getting you transferred is whether or not the members are active. Okay. But in order to get the actual status of those claims, American Public Life will be the best person to speak with. Okay. Thank you. Of course. Do you want me to give you their phone number before I get you transferred over? Sure. It's going to be 800-256-8606. Okay. Thank you. Of course. Bear with me one moment while I get you transferred over. Okay.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Intercom. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hey. I just needed help checking the status of a few claims.

Speaker speaker_0: Ma'am, I, you sound very far away.

Speaker speaker_1: Can you hear me?

Speaker speaker_0: Ma'am, I can hear better now. Thank you.

Speaker speaker_1: Yeah. So I just needed help checking the status of a few claims.

Speaker speaker_0: Is there 90 Degree or American Public Life on those claims?

Speaker speaker_1: Let me see. Um, I just got a transfer here so give me one second. Let me look. It is for American Public Life.

Speaker speaker_0: I can give you the phone number to transfer you over to them. Um, we only administer the health benefits so the only thing that I can tell you before getting you transferred is whether or not the members are active.

Speaker speaker_1: Okay.

Speaker speaker_0: But in order to get the actual status of those claims, American Public Life will be the best person to speak with.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Of course. Do you want me to give you their phone number before I get you transferred over?

Speaker speaker_1: Sure.

Speaker speaker_0: It's going to be 800-256-8606.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Of course. Bear with me one moment while I get you transferred over.

Speaker speaker_1: Okay.