

## **Transcript: Franchesca**

**Baez-5189522606833664-4997740417826816**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits ... my name is Francesca. How can I assist you today? Uh, yes, Francesca, this is Tanya at River Valley Primary Care, and I need to see, uh, where we're at on a payment on a claim. Do you have American Public Life 90 Degree or MetLife on that claim by any chance anywhere? Uh, yes, American Public Life, and, uh, they just said if we had any questions to give you guys a call, that they were waiting on information to confirm eligibility for benefits from you guys. I can take a look and see if the member was active during that time, but since we're just an account administrator, as far as payment go, American Public Life will be the only one to be able to answer that. Okay. All righty. Can you check to see if they did have coverage during that time? Bear with me one moment. Uh-huh. What is the first and last name of the patient? It's Hailey Hogshooter. And could you spell the last name? Yes. It's H-O-G-S-H-O-O-T-E-R. And could you verify her date of birth? It's August 22nd, 1994. And for what date of service was it for? And that is going to be for November 20th, 2024. And that was medical or it was a vision? Medical. So, the member was indeed active during that time. American Public Life will be able to advise you as far as the payment goes. Okay. All righty. I'll reach out to them. Thank you so much then. Of course. Was there anything else we can assist you with today? That should be it. You have a good rest of your day. Thank you. You too, Miss Tanya. Uh-huh. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits ... my name is Francesca. How can I assist you today?

Speaker speaker\_2: Uh, yes, Francesca, this is Tanya at River Valley Primary Care, and I need to see, uh, where we're at on a payment on a claim.

Speaker speaker\_1: Do you have American Public Life 90 Degree or MetLife on that claim by any chance anywhere?

Speaker speaker\_2: Uh, yes, American Public Life, and, uh, they just said if we had any questions to give you guys a call, that they were waiting on information to confirm eligibility for benefits from you guys.

Speaker speaker\_1: I can take a look and see if the member was active during that time, but since we're just an account administrator, as far as payment go, American Public Life will be the only one to be able to answer that.

Speaker speaker\_2: Okay. All righty. Can you check to see if they did have coverage during that time?

Speaker speaker\_1: Bear with me one moment.

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: What is the first and last name of the patient?

Speaker speaker\_2: It's Hailey Hogshooter.

Speaker speaker\_1: And could you spell the last name?

Speaker speaker\_2: Yes. It's H-O-G-S-H-O-O-T-E-R.

Speaker speaker\_1: And could you verify her date of birth?

Speaker speaker\_2: It's August 22nd, 1994.

Speaker speaker\_1: And for what date of service was it for?

Speaker speaker\_2: And that is going to be for November 20th, 2024.

Speaker speaker\_1: And that was medical or it was a vision?

Speaker speaker\_2: Medical.

Speaker speaker\_1: So, the member was indeed active during that time. American Public Life will be able to advise you as far as the payment goes.

Speaker speaker\_2: Okay. All righty. I'll reach out to them. Thank you so much then.

Speaker speaker\_1: Of course. Was there anything else we can assist you with today?

Speaker speaker\_2: That should be it. You have a good rest of your day.

Speaker speaker\_1: Thank you. You too, Miss Tanya.

Speaker speaker\_2: Uh-huh. Bye-bye.