

## **Transcript: Franchesca**

**Baez-5623535631515648-5782769799184384**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance services. 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 1. For verification of benefits, questions about your claim or medical bill, or if you need assistance filing a claim, press 2. For questions about... 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. Good morning. Thank you for calling APL. My name is Anna. How may I help you? Good morning, Anna. This is Francesca, Benefits in a Card. I was calling to see if you guys show a member active on your system already. Oh, okay. I can help with the eligibility. And Francesca, may I have a good contact number in case we're disconnected and the policy number? Um, we don't have the policy number as that has not been uploaded to the portal that we have access to. And the best number to call back will be 800-497-4856. Okay, do you have the member's social or... Yes, ma'am. I need something to pull the... Okay, the social's fine. It is 209-62-0441. Thank you. Hold on one moment. Mm-hmm. And what is the member's first and last name? Stanley Arnold. And his date of birth? October 29th, 1972. Thank you for that. And all the information provided is a verification of benefits, not a guarantee of payment. So the policy number is 2606889 and the policy has been active since March 10th of 2025. March 10th. Thank you so much, love. What was your name one more time? You're welcome. My name is Anna. First initial to my last name is L like Larry. Thank you, Anna. Have a great day. You also, Francesca. Thanks for calling APL. Bye-bye. Of course. Bye-bye.

### **Conversation Format**

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

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 1. For verification of benefits, questions about your claim or medical bill, or if you need assistance filing a claim, press 2. For questions about... 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: Good morning. Thank you for calling APL. My name is Anna. How may I help you?

Speaker speaker\_3: Good morning, Anna. This is Francesca, Benefits in a Card. I was calling to see if you guys show a member active on your system already.

Speaker speaker\_2: Oh, okay. I can help with the eligibility. And Francesca, may I have a good contact number in case we're disconnected and the policy number?

Speaker speaker\_3: Um, we don't have the policy number as that has not been uploaded to the portal that we have access to. And the best number to call back will be 800-497-4856.

Speaker speaker\_2: Okay, do you have the member's social or...

Speaker speaker\_3: Yes, ma'am.

Speaker speaker\_2: I need something to pull the... Okay, the social's fine.

Speaker speaker\_3: It is 209-62-0441.

Speaker speaker\_2: Thank you. Hold on one moment.

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_2: And what is the member's first and last name?

Speaker speaker\_3: Stanley Arnold.

Speaker speaker\_2: And his date of birth?

Speaker speaker\_3: October 29th, 1972.

Speaker speaker\_2: Thank you for that. And all the information provided is a verification of benefits, not a guarantee of payment. So the policy number is 2606889 and the policy has been active since March 10th of 2025.

Speaker speaker\_3: March 10th. Thank you so much, love. What was your name one more time?

Speaker speaker\_2: You're welcome. My name is Anna. First initial to my last name is L like Larry.

Speaker speaker\_3: Thank you, Anna. Have a great day.

Speaker speaker\_2: You also, Francesca. Thanks for calling APL. Bye-bye.

Speaker speaker\_3: Of course. Bye-bye.