

Transcript: Franchesca

Baez-5670513439981568-5392334481571840

Full Transcript

Your call may be monitored or recorded for quality assurance. 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 group premium billing, press 3. For customer service or new business, ID cards, address changes, or policy changes, press 4. If you're a broker calling for the broker resources team, press 7. To hear these options again, press pound. 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 group premium billing, press 3. For customer service or new business, ID cards, address changes, or policy changes, press 4. If you're a broker calling for the bro- 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 Alicia. How may I help you? Yes, hello. Good morning, Miss Alicia. My name is Francesca with Benefits in a Card. How are you today? I'm doing well, Francesca. How are you doing today? Good. Thank you for asking. Um, I was calling on behalf of a member that I have on hold. He's currently at the doctor's office and he was needing to get the group number and your fax number. But unfortunately- Hmm. ... we don't have access to that information. I was wondering if I can transfer you for you to provide him that? It would be my pleasure to transfer him. Do you have his social or his APL policy number so I can go ahead and pull him up? Yes, ma'am. I have the policy number down as 251... Okay. ... 0922. Devante Gambrel? Yes, ma'am. All right, and you've already verified his information, correct? Yes, ma'am. Everything we have on the system at the moment is current and it does show that we have not updated that recently, so it should match your records as well. Wonderful, Francesca. It wou- And this is Devante on the call, correct? Yes, ma'am. All right. I will be happy to help Mister Gambrel. Thank you, Francesca, and I hope you have a wonderful day. Thank you to Miss Alicia. Let me go ahead and get him transferred to you. Thank you.

Conversation Format

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

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 group premium billing, press 3. For customer service or new business, ID cards, address changes, or policy changes, press 4. If you're a broker calling for the broker resources team, press 7. To hear these options again, press pound. 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 group premium billing, press 3. For customer service or new business, ID cards, address changes, or policy changes, press 4. If you're a broker calling for the bro- 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 Alicia. How may I help you?

Speaker speaker_3: Yes, hello. Good morning, Miss Alicia. My name is Francesca with Benefits in a Card. How are you today?

Speaker speaker_2: I'm doing well, Francesca. How are you doing today?

Speaker speaker_3: Good. Thank you for asking. Um, I was calling on behalf of a member that I have on hold. He's currently at the doctor's office and he was needing to get the group number and your fax number. But unfortunately-

Speaker speaker_2: Hmm.

Speaker speaker_3: ... we don't have access to that information. I was wondering if I can transfer you for you to provide him that?

Speaker speaker_2: It would be my pleasure to transfer him. Do you have his social or his APL policy number so I can go ahead and pull him up?

Speaker speaker_3: Yes, ma'am. I have the policy number down as 251...

Speaker speaker_2: Okay.

Speaker speaker_3: ... 0922.

Speaker speaker_2: Devante Gambrel?

Speaker speaker_3: Yes, ma'am.

Speaker speaker_2: All right, and you've already verified his information, correct?

Speaker speaker_3: Yes, ma'am. Everything we have on the system at the moment is current and it does show that we have not updated that recently, so it should match your records as well.

Speaker speaker_2: Wonderful, Francesca. It wou- And this is Devante on the call, correct?

Speaker speaker_3: Yes, ma'am.

Speaker speaker_2: All right. I will be happy to help Mister Gambrel. Thank you, Francesca, and I hope you have a wonderful day.

Speaker speaker_3: Thank you to Miss Alicia. Let me go ahead and get him transferred to you.

Speaker speaker_2: Thank you.