

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Claim. My name is Francesca. How can I assist you today? Hi, Francesca. This is Dan Glass. Um, I received an explanation for benefits for a doctor's visit for my daughter, um, that happened in November and at that time, um, I was insured by, by you guys through Creative Circle. Um, and the... W- her visit got billed to a- an insurance company that I had previous to you guys. So, I'm trying to get this all worked out and what the place needs to resubmit the claim is my insurance ID number with you guys at the time of her visit. Is that something you can provide? I would actually have to get you over to the carrier. Once a policy is no longer active, we don't have access to it. But let me see who was the carrier during that time. Oh. What was the last four of your social? Uh, 2453. All right, and can you verify the mailing address and date of birth? Yep. It's 225 Enchanted Parkway, Apartment 3A, Manchester, Missouri, uh, 63021, and birthday is March 26th, 1973. And it looks like that American Public Life, uh, was who I had through you guys? I don't know if that helps at all. Okay. Um, yes, sir. The only thing is that the account that we have on file for you... Mm-hmm. Oh, there you go. Okay, it was taking some time to load. Okay. So American Public Life will be the one that will have that policy number for you. Okay. So just give them a ring? Yes, sir. Do you want me to give you their phone number and get you transferred? Um, well, i- if you would like to transfer me, that'd be great, but I, I, I have 800-256-8606, option four. Yes, sir. Okay. I can... I'll just call 'em. All right. Do you want me to transfer you? Uh, i- if you'd like, if it's easy for you, sure. Of course, bear with me one moment. Thank you. No problem. Thank you. My pleasure.

Conversation Format

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

Speaker speaker_1: Hi, Francesca. This is Dan Glass. Um, I received an explanation for benefits for a doctor's visit for my daughter, um, that happened in November and at that time, um, I was insured by, by you guys through Creative Circle. Um, and the... W- her visit got billed to a- an insurance company that I had previous to you guys. So, I'm trying to get this all worked out and what the place needs to resubmit the claim is my insurance ID number with you guys at the time of her visit. Is that something you can provide?

Speaker speaker_0: I would actually have to get you over to the carrier. Once a policy is no longer active, we don't have access to it. But let me see who was the carrier during that time.

Speaker speaker_1: Oh.

Speaker speaker_0: What was the last four of your social?

Speaker speaker_1: Uh, 2453.

Speaker speaker_0: All right, and can you verify the mailing address and date of birth?

Speaker speaker_1: Yep. It's 225 Enchanted Parkway, Apartment 3A, Manchester, Missouri, uh, 63021, and birthday is March 26th, 1973. And it looks like that American Public Life, uh, was who I had through you guys? I don't know if that helps at all.

Speaker speaker_0: Okay. Um, yes, sir. The only thing is that the account that we have on file for you...

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Oh, there you go. Okay, it was taking some time to load.

Speaker speaker_1: Okay.

Speaker speaker_0: So American Public Life will be the one that will have that policy number for you.

Speaker speaker_1: Okay. So just give them a ring?

Speaker speaker_0: Yes, sir. Do you want me to give you their phone number and get you transferred?

Speaker speaker_1: Um, well, i- if you would like to transfer me, that'd be great, but I, I, I have 800-256-8606, option four.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. I can... I'll just call 'em.

Speaker speaker_0: All right. Do you want me to transfer you?

Speaker speaker_1: Uh, i- if you'd like, if it's easy for you, sure.

Speaker speaker_0: Of course, bear with me one moment.

Speaker speaker_1: Thank you.

Speaker speaker_0: No problem.

Speaker speaker_1: Thank you.

Speaker speaker_0: My pleasure.