

## **Transcript: Francesca**

**Baez-6262193390010368-5916369946591232**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?  
Hi. My name is Nini and I'm calling from Robust St. Francis Physicians Network. I was calling to get assistance with the patient's claim status. Is APL, American Public Life or 90 Degree on that claim? Yes. Which one of them? IMA. All right, bear with me one moment. IMA will be the carrier or the administrator, so let me get you over to them. Okay? Okay. Well, I just got transferred. Like I just keep getting transferred. Okay. The previous operator checked in and they said this is the number. Okay. So unfortunately, they misinterpreted the information and provided you false information. We're not the owners of any of the insurance plan or an insurance company. We only administer the health insurance that the staffing companies offer their employees. So, there isn't any information in my system or any way for me to get to any of the coverage explanations or the claims history. Only the actual carrier can do that, which is Amer- I mean, 90 Degree for the IMA plans. 90 Degree is the only person that has access to that specific claim status that you're looking for. So 90 Degree and IMA is the same? Because all I see is IMA Inc.? Yes, ma'am. Okay. Please bear with me one moment.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Hi. My name is Nini and I'm calling from Robust St. Francis Physicians Network. I was calling to get assistance with the patient's claim status.

Speaker speaker\_0: Is APL, American Public Life or 90 Degree on that claim?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Which one of them?

Speaker speaker\_1: IMA.

Speaker speaker\_0: All right, bear with me one moment. IMA will be the carrier or the administrator, so let me get you over to them. Okay?

Speaker speaker\_1: Okay. Well, I just got transferred. Like I just keep getting transferred.

Speaker speaker\_0: Okay.

Speaker speaker\_1: The previous operator checked in and they said this is the number.

Speaker speaker\_0: Okay. So unfortunately, they misinterpreted the information and provided you false information. We're not the owners of any of the insurance plan or an insurance company. We only administer the health insurance that the staffing companies offer their employees. So, there isn't any information in my system or any way for me to get to any of the coverage explanations or the claims history. Only the actual carrier can do that, which is Amer- I mean, 90 Degree for the IMA plans. 90 Degree is the only person that has access to that specific claim status that you're looking for.

Speaker speaker\_1: So 90 Degree and IMA is the same? Because all I see is IMA Inc.?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Please bear with me one moment.