

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in No Time. My name is Francesca. How can I assist you today? Uh, this is Jack calling you from Nathan Cab LLC to check on a client status. For training and quality purpose, this call will be recorded and monitored. Understood, sir. Is 90 Degree APL American Public Life anywhere on that claim? Uh, it does ATC and Care Services. So there is no 90 Degree or American Public Life or MetLife on it, correct? Uh, just a moment. Let me confirm. Okay. Uh, actually, he does mention Farm Avail Management on, on this one. Multi-plan, limited benefit plan. Oh, okay, but not the ones that I mentioned, correct? Yes. Okay. The reason why I asked is we're just the administrators. The carriers are the only ones that have access to any of the claim status. So I'll take a look and see which carrier that patient currently have. What is their first and last name? Just a moment. Let me confirm. Uh, you asked for the patient ID, right? No, sir, the patient's first and last name. Yes. First name is spelled as U, Uniform. N, Nancy. P, Echo. Again, E as in Echo. K, Kilo. Last name Chapman. C-H-A-T-M-A-N. Date of birth September 25, 1987. Let's see. And what was the day of service? Uh, this was January 14, 2025. Billed amount \$730 even. Was this for medical, dental, or vision? Medical. Okay, so her medical carrier during that time of service was American Public Life. Would you like me to give you their phone number before I get you transferred over to them? Yes. Let me know when you're ready. Yes. It is 800-256-8606. 8606. Thank you so much. How could you spell your name for documentation? Yes, sir. It is F as in Frank, R as in Lion, A as in Apple, N as in Nancy, C as in Charlie, H as in Hotel, E as in Echo, S as in Sam, C as in Charlie, A as in Apple. Thank you so much. Of course. And let me know when you're ready for that transfer. Yes. Yes, ma'am. Could we just transfer the call? Of course. One moment.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in No Time. My name is Francesca. How can I assist you today?

Speaker speaker_1: Uh, this is Jack calling you from Nathan Cab LLC to check on a client status. For training and quality purpose, this call will be recorded and monitored.

Speaker speaker_0: Understood, sir. Is 90 Degree APL American Public Life anywhere on that claim?

Speaker speaker_1: Uh, it does ATC and Care Services.

Speaker speaker_0: So there is no 90 Degree or American Public Life or MetLife on it, correct?

Speaker speaker_1: Uh, just a moment. Let me confirm.

Speaker speaker_0: Okay.

Speaker speaker_1: Uh, actually, he does mention Farm Avail Management on, on this one. Multi-plan, limited benefit plan.

Speaker speaker_0: Oh, okay, but not the ones that I mentioned, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. The reason why I asked is we're just the administrators. The carriers are the only ones that have access to any of the claim status. So I'll take a look and see which carrier that patient currently have. What is their first and last name?

Speaker speaker_1: Just a moment. Let me confirm. Uh, you asked for the patient ID, right?

Speaker speaker_0: No, sir, the patient's first and last name.

Speaker speaker_1: Yes. First name is spelled as U, Uniform. N, Nancy. P, Echo. Again, E as in Echo. K, Kilo. Last name Chapman. C-H-A-T-M-A-N. Date of birth September 25, 1987.

Speaker speaker_0: Let's see. And what was the day of service?

Speaker speaker_1: Uh, this was January 14, 2025. Billed amount \$730 even.

Speaker speaker_0: Was this for medical, dental, or vision?

Speaker speaker_1: Medical.

Speaker speaker_0: Okay, so her medical carrier during that time of service was American Public Life. Would you like me to give you their phone number before I get you transferred over to them?

Speaker speaker_1: Yes.

Speaker speaker_0: Let me know when you're ready.

Speaker speaker_1: Yes.

Speaker speaker_0: It is 800-256-8606.

Speaker speaker_1: 8606. Thank you so much. How could you spell your name for documentation?

Speaker speaker_0: Yes, sir. It is F as in Frank, R as in Lion, A as in Apple, N as in Nancy, C as in Charlie, H as in Hotel, E as in Echo, S as in Sam, C as in Charlie, A as in Apple.

Speaker speaker_1: Thank you so much.

Speaker speaker_0: Of course. And let me know when you're ready for that transfer.

Speaker speaker_1: Yes. Yes, ma'am. Could we just transfer the call?

Speaker speaker_0: Of course. One moment.