

## Transcript: Franchesca

**Baez-6465473365852160-4926344354250752**

### Full Transcript

Thank you for coming, I'm gonna... Okay. Uh, yes. Um, I was needing some information, uh, for... I used to, um, have, um, health insurance with y'all, uh, when I worked for MA- uh, for MAU, and I have a doctor bill that is due and they're, uh, saying that I'm missing certain information. The... I had went to the doctor when I was covered by the insurance, and I was gonna see if I could get some of the missing information. Okay. What type of information, sir? Uh, so they said that they need the medical claims address and the member ID number. I'll have to see who was your carrier for you to get with them for that information. What are the last four of the Social? It was, um... The last four of the Social is 8121. I have a policy number, and I have the name. I don't know if this 100% correct. It's IMA Incorporated. Mm-hmm. Or IMA, Inc. And what is your last name? Cantrell. Uh, C-A-N-T-R-E-L-L. Could you please verify your mailing address and date of birth? Uh, so the mailing address should be 107 12 Broward Drive, South Carolina 29687. Uh, I recently got married but that was after, so I don't think that would change my address at the time. Uh, and the date of birth is September 29th, 1997. All right. What was the date of service for that medical claim? Uh, let me see. Uh... You said you need the date of the service from like when the tests were taken from the doctor or when they... I, I think I have that. Basically sir, what day was the services provided for that claim? Okay. Give me one second, I'm logging into their... Okay. ... into that. Uh, so it says that it was Tuesday, August 20th of 2024. You said August 20th or August 24? Uh, August 20th of 2024. So during that date of service, your carrier was American Public Life. Do you have a pen and paper? I can provide you their phone number before I get you transferred over. Oh. Well... All right. You said it was American... Public Life. Public Life? Mm-hmm. Public Life. Okay. And then they also use the acronym APL. Okay. And their phone number will be 800- All right. ... 256- That's- ... 8606. All right. 800-256-8606. Yes, sir. Would you like me to go ahead and get you transferred over? Uh, yes, please. Understood. Bear with me one moment. All right.

### Conversation Format

Speaker speaker\_0: Thank you for coming, I'm gonna... Okay.

Speaker speaker\_1: Uh, yes. Um, I was needing some information, uh, for... I used to, um, have, um, health insurance with y'all, uh, when I worked for MA- uh, for MAU, and I have a doctor bill that is due and they're, uh, saying that I'm missing certain information. The... I had went to the doctor when I was covered by the insurance, and I was gonna see if I could get some of the missing information.

Speaker speaker\_0: Okay. What type of information, sir?

Speaker speaker\_1: Uh, so they said that they need the medical claims address and the member ID number.

Speaker speaker\_0: I'll have to see who was your carrier for you to get with them for that information. What are the last four of the Social?

Speaker speaker\_1: It was, um... The last four of the Social is 8121. I have a policy number, and I have the name. I don't know if this 100% correct. It's IMA Incorporated.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Or IMA, Inc.

Speaker speaker\_0: And what is your last name?

Speaker speaker\_1: Cantrell. Uh, C-A-N-T-R-E-L-L.

Speaker speaker\_0: Could you please verify your mailing address and date of birth?

Speaker speaker\_1: Uh, so the mailing address should be 107 12 Broward Drive, South Carolina 29687. Uh, I recently got married but that was after, so I don't think that would change my address at the time. Uh, and the date of birth is September 29th, 1997.

Speaker speaker\_0: All right. What was the date of service for that medical claim?

Speaker speaker\_1: Uh, let me see. Uh... You said you need the date of the service from like when the tests were taken from the doctor or when they... I, I think I have that.

Speaker speaker\_0: Basically sir, what day was the services provided for that claim?

Speaker speaker\_1: Okay. Give me one second, I'm logging into their...

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... into that. Uh, so it says that it was Tuesday, August 20th of 2024.

Speaker speaker\_0: You said August 20th or August 24?

Speaker speaker\_1: Uh, August 20th of 2024.

Speaker speaker\_0: So during that date of service, your carrier was American Public Life. Do you have a pen and paper? I can provide you their phone number before I get you transferred over.

Speaker speaker\_1: Oh. Well... All right. You said it was American...

Speaker speaker\_0: Public Life.

Speaker speaker\_1: Public Life?

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Public Life. Okay.

Speaker speaker\_0: And then they also use the acronym APL.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And their phone number will be 800-

Speaker speaker\_1: All right.

Speaker speaker\_0: ... 256-

Speaker speaker\_1: That's-

Speaker speaker\_0: ... 8606.

Speaker speaker\_1: All right. 800-256-8606.

Speaker speaker\_0: Yes, sir. Would you like me to go ahead and get you transferred over?

Speaker speaker\_1: Uh, yes, please.

Speaker speaker\_0: Understood. Bear with me one moment.

Speaker speaker\_1: All right.