

Transcript: Franchesca

Baez-6591940956831744-5685723526905856

Full Transcript

Thank you for calling Beneficino, Carmen. And ... I hope that I can assist you today. Yes. How are you? My name's, uh, Usil Vasquez, and I just, uh, um, I'm new to this. I just, uh, got activated and I was wondering, um, where I could go to make an appointment or- Is it for the virtual benefits or for the regular medical, dental, vision benefits? Uh, the regular, the regular, uh, medical. Okay. So you will locate a doctor in your area and make an appointment with them. Okay. And, uh, so I just show them, uh, the insurance, uh, it's called, uh, American Public Life. Is that what it is? Yes, sir. Depending on the plan. Okay. So depending on the provider office, they will be the ones to advise you what type of documentation you need to present to them. We only administer the health benefits, but as far as making an appointment goes, you need to speak with the doctor's office directly. Okay. So... Okay. All right. Sounds good. I will do just that. Mm-hmm. All right. Thank you. And... Of course. Have a great day.

Conversation Format

Speaker speaker_0: Thank you for calling Beneficino, Carmen. And ... I hope that I can assist you today.

Speaker speaker_1: Yes. How are you? My name's, uh, Usil Vasquez, and I just, uh, um, I'm new to this. I just, uh, got activated and I was wondering, um, where I could go to make an appointment or-

Speaker speaker_0: Is it for the virtual benefits or for the regular medical, dental, vision benefits?

Speaker speaker_1: Uh, the regular, the regular, uh, medical.

Speaker speaker_0: Okay. So you will locate a doctor in your area and make an appointment with them.

Speaker speaker_1: Okay. And, uh, so I just show them, uh, the insurance, uh, it's called, uh, American Public Life. Is that what it is?

Speaker speaker_0: Yes, sir. Depending on the plan.

Speaker speaker_1: Okay.

Speaker speaker_0: So depending on the provider office, they will be the ones to advise you what type of documentation you need to present to them. We only administer the health

benefits, but as far as making an appointment goes, you need to speak with the doctor's office directly.

Speaker speaker_1: Okay. So... Okay. All right. Sounds good. I will do just that.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: And... Of course. Have a great day.