

Transcript: Justin

Mills-4979702536912896-6233502945951744

Full Transcript

Thank you for calling APL. Your call may be monitored or recorded for quality assurance purposes. Your call may be monitored for quality assurance. . All of our representatives are currently assisting other customers. Please hold for the next available representative. Thank you for calling APL. This is Kara. How can I help you? Hi, I'm calling to see if under my insurance plan, is there anything different coverage-wise for prenatal care? If it covers what? I'm sorry. If there's any, any prenatal care. Prenatal. Okay, sorry about that. Um, I can get that policy pulled up and we will take a look. What was your name? Allahnah. A-L-L-A-H-N-A-H. Last name Lewis-Thomas. Okay. Allahnah, can I get a good callback number from you in case we're disconnected, please? 502-310-2160. Okay, thank you. And then do you have your policy number? Um, is that the number I started with, the D? Um, if that's the only policy number you see, that's going to be through, um, 90 Degrees. Uh, that's not one of our policy numbers. But if you'd like, I can get you their information, um, or transfer you to them or I can search, uh, see if Yeah, can you transfer me there please? ... if that's what number as well ... Okay, did you want me to give you their phone number first or did you want me to just go ahead and transfer you? Is it the 800-833 number? Uh, 4296? Yes. So it is a bit confusing when you call that with the options. So to get to, uh, 90 Degrees, that's... You're going to select option one. The option one. Okay, thank you. Yes, you're welcome. Did you want me to transfer you? Yeah, please. Thank you. Okay. Of course, you're just the You too. Thank you. Thank you. Bye-bye. 90 Degree Benefits, this is Lisa. How can I help you? Hi, Lisa. I'm calling- Hello. ... to see if there's... Um, can you hear me? Yes. Hello? I'm sorry. My phone's kind of messed up. Hello? But I'm calling to s-... Can you hear me? Yeah, I think there's a delay. Hello? Yeah, I don't, I don't know. The connection's a little messed up, but I'm calling to see about if there's any prenatal coverage under my plan. Okay. Do you have your employee ID number or can I get your social? Yeah, let me get the ID number. It's B- What's your last name? ... D as in Dan, 4202-6474. And what is your name? Allahnah Lewis-Thomas. Okay, just want to make sure I have the right person. So no, ma'am, your plan with us covers, um, uh, your preventative care and then with the enhanced part of the plan, um, we cover four PCP, four specialist, and four urgent care visits per year, um, with your copay, but no, there's no prenatal. We just cover preventative. So in order to use this, um, prenatal care, I have to break up my visits between two different providers is what it sounds like. Um, okay. Yeah, so um, like when you... once you've reached your limit of visits here, um, we would forward the claims to American Public Life if you have office visit benne- benefits with them as well.

Conversation Format

Speaker speaker_0: Thank you for calling APL.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_0: Your call may be monitored for quality assurance. .

Speaker speaker_1: All of our representatives are currently assisting other customers. Please hold for the next available representative.

Speaker speaker_2: Thank you for calling APL. This is Kara. How can I help you?

Speaker speaker_3: Hi, I'm calling to see if under my insurance plan, is there anything different coverage-wise for prenatal care?

Speaker speaker_2: If it covers what? I'm sorry.

Speaker speaker_3: If there's any, any prenatal care.

Speaker speaker_2: Prenatal. Okay, sorry about that. Um, I can get that policy pulled up and we will take a look. What was your name?

Speaker speaker_3: Allahnah. A-L-L-A-H-N-A-H. Last name Lewis-Thomas.

Speaker speaker_2: Okay. Allahnah, can I get a good callback number from you in case we're disconnected, please?

Speaker speaker_3: 502-310-2160.

Speaker speaker_2: Okay, thank you. And then do you have your policy number?

Speaker speaker_3: Um, is that the number I started with, the D?

Speaker speaker_2: Um, if that's the only policy number you see, that's going to be through, um, 90 Degrees. Uh, that's not one of our policy numbers. But if you'd like, I can get you their information, um, or transfer you to them or I can search, uh, see if

Speaker speaker_4: Yeah, can you transfer me there please?

Speaker speaker_2: ... if that's what number as well ... Okay, did you want me to give you their phone number first or did you want me to just go ahead and transfer you?

Speaker speaker_4: Is it the 800-833 number?

Speaker speaker_2: Uh, 4296? Yes. So it is a bit confusing when you call that with the options. So to get to, uh, 90 Degrees, that's... You're going to select option one.

Speaker speaker_4: The option one. Okay, thank you.

Speaker speaker_2: Yes, you're welcome. Did you want me to transfer you?

Speaker speaker_4: Yeah, please. Thank you.

Speaker speaker_2: Okay. Of course, you're just the

Speaker speaker_4: You too. Thank you.

Speaker speaker_2: Thank you. Bye-bye.

Speaker speaker_5: 90 Degree Benefits, this is Lisa. How can I help you?

Speaker speaker_3: Hi, Lisa. I'm calling-

Speaker speaker_5: Hello.

Speaker speaker_3: ... to see if there's... Um, can you hear me?

Speaker speaker_5: Yes.

Speaker speaker_3: Hello? I'm sorry. My phone's kind of messed up.

Speaker speaker_5: Hello?

Speaker speaker_3: But I'm calling to s-... Can you hear me?

Speaker speaker_5: Yeah, I think there's a delay.

Speaker speaker_3: Hello? Yeah, I don't, I don't know. The connection's a little messed up, but I'm calling to see about if there's any prenatal coverage under my plan.

Speaker speaker_5: Okay. Do you have your employee ID number or can I get your social?

Speaker speaker_3: Yeah, let me get the ID number. It's B-

Speaker speaker_5: What's your last name?

Speaker speaker_3: ... D as in Dan, 4202-6474.

Speaker speaker_5: And what is your name?

Speaker speaker_3: Allahnah Lewis-Thomas.

Speaker speaker_5: Okay, just want to make sure I have the right person. So no, ma'am, your plan with us covers, um, uh, your preventative care and then with the enhanced part of the plan, um, we cover four PCP, four specialist, and four urgent care visits per year, um, with your copay, but no, there's no prenatal. We just cover preventative.

Speaker speaker_3: So in order to use this, um, prenatal care, I have to break up my visits between two different providers is what it sounds like. Um, okay.

Speaker speaker_5: Yeah, so um, like when you... once you've reached your limit of visits here, um, we would forward the claims to American Public Life if you have office visit benne-benefits with them as well.