

Transcript: Pamela

Blanc-6058381442072576-5186417181638656

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling APL. Your call may be monitored for quality assurance. Espanol, presione nueve. If you know your party's extension, you may dial it now. If you are a medical or dental provider, press one. For verification of benefits, questions about your claim or medical bill... The information provided during this call is only a description of benefits and not a guarantee of payment or eligibility. Benefits are based on eligibility, the date services are rendered, and all plan provisions. Please hold for the next available representative. All of our representatives are currently assisting other customers. Please hold for the next available representative. This is, this is ... Good afternoon. Thank you for calling APL. This is Sol. How may I assist you? Yes. I'm trying to, uh, figure out what's going on with this insurance. My wife, she went to the doctor on the 11-04-2024 and the, looked like the insurance didn't cover anything on her mammogram and I was trying to figure out what's going on because they sent me a bill of, uh, sent a bill of, of hun- \$1,541.58 and they're saying the total insurance payment was zero. I can check and see if it's a covered service and do you have the policy number? It's important so we can pay your claim. Yes. The policy number, um, for the... You talking about the insurance policy number? Yes. It's, uh, 02504688. The last two digits was 88? Yes. Okay. Okay, may I have your name and date of birth for security? Anthony E. Wesley. 12-07-1967. Okay. And may I have a callback number just in case we get disconnected? It's 334-618-7915. Okay. Thank you, Mr. Wesley. I also need to verify, um, the mailing address, email address on file. It's, uh, 438 Phillip J. Hamm Road, Midland City, Alabama 36350, anthony24west@gmail.com. Okay. Thank you. Okay, let me look up the benefits under the medical. One moment. That's funny. That's weird.

Conversation Format

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

Speaker speaker_1: Thank you for calling APL. Your call may be monitored for quality assurance.

Speaker speaker_2: Espanol, presione nueve. If you know your party's extension, you may dial it now. If you are a medical or dental provider, press one. For verification of benefits, questions about your claim or medical bill... The information provided during this call is only a description of benefits and not a guarantee of payment or eligibility. Benefits are based on eligibility, the date services are rendered, and all plan provisions. Please hold for the next available representative. All of our representatives are currently assisting other customers.

Please hold for the next available representative.

Speaker speaker_3: This is, this is ...

Speaker speaker_2: Good afternoon. Thank you for calling APL. This is Sol. How may I assist you?

Speaker speaker_3: Yes. I'm trying to, uh, figure out what's going on with this insurance. My wife, she went to the doctor on the 11-04-2024 and the, looked like the insurance didn't cover anything on her mammogram and I was trying to figure out what's going on because they sent me a bill of, uh, sent a bill of, of hun- \$1,541.58 and they're saying the total insurance payment was zero.

Speaker speaker_2: I can check and see if it's a covered service and do you have the policy number?

Speaker speaker_4: It's important so we can pay your claim.

Speaker speaker_3: Yes. The policy number, um, for the... You talking about the insurance policy number?

Speaker speaker_2: Yes.

Speaker speaker_3: It's, uh, 02504688.

Speaker speaker_2: The last two digits was 88?

Speaker speaker_3: Yes.

Speaker speaker_2: Okay. Okay, may I have your name and date of birth for security?

Speaker speaker_3: Anthony E. Wesley. 12-07-1967.

Speaker speaker_2: Okay. And may I have a callback number just in case we get disconnected?

Speaker speaker_3: It's 334-618-7915.

Speaker speaker_2: Okay. Thank you, Mr. Wesley. I also need to verify, um, the mailing address, email address on file.

Speaker speaker_3: It's, uh, 438 Phillip J. Hamm Road, Midland City, Alabama 36350, anthony24west@gmail.com.

Speaker speaker_2: Okay. Thank you. Okay, let me look up the benefits under the medical. One moment.

Speaker speaker_5: That's funny.

Speaker speaker_6: That's weird.