

Transcript: Pamela

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Full Transcript

Thank you for calling American Public Life. This is Pamela speaking. How may I help you? Hi, there. Uh, I'm having some trouble with my, uh, American Public Life account and information. They suggested I call you. Okay. Um, what would you like to... Oh, how may I help you? Okay. Um, I'm having some lower back problems, so I was talking to a place called Atlantic Spine Center, and I gave them my policy number, group number for American Public Li- A- American Public Life and MultiPlan, right? And they just called me back and said that my policy was terminated, um, on February 3rd, 2025. But my card says that's the effective date because this is... I just got this coverage. Um, and they also have my birthday as the incorrect day. And what's the name of the staffing agency you work for? Noor Staffing, N00R. Okay. And the last four digits of the social, sir? My social? Yes, sir, so I can pull up your account. 6564. All right. First and last name? Julian- Julian De Armas. De Armas, okay. Mr. De Armas, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? My address is 240 East 82nd Street, New York, New York, 10028, Apartment 9K. My birthday is January 25th, 1965. Please tell me what day you see. I have January 25th, 1965. Okay, great. Uh, because when I called APL they had my birthday as the 22nd. All right. Um, we have telephone number 917-887-2777, and your email is julian.dearmas@gmail. Yes. Okay. So far, I see that your benefits are active. I do not know why they said it's not active. And, yeah, on February 3rd, that's when the effective date of the benefits. Okay. Let me ask you this- And you- ... because they... I'm sorry. They also said they received a termination notice of my benefits on March 31st, which would have been a few days ago. Oh. And what they told me is they can't move forward with anything until they get something from you, benefits and the card, in writing that I am... I do have coverage. Until that happens, I can't see any doctor or do anything. That was APL, right? Yes. Yeah. Let me put you on hold, and let me get in touch with them. Just bear with me, okay? Please take your time. Thank you. I'm on hold. Oh. Okay. Ah, shit. ... here, that's good. Mr. Arman? Okay. Yes, hello? Okay. Yes, um, indeed I spoke to the same, um, rep that you spoke to. Uh-huh. Um, I will need to get a call back to you, because this... We're gonna have to escalate this to, um, my manager so they could get in touch with APL and see what was the reason why they received the termination. Um, is there a specific time for me to call you back? As soon as possible, please. I need to see this doctor for my back. I'm in a lot of pain. Okay. So I will, uh, reach out to her and, um, explain the situation and... But if anything, well, they won't see you because it's not showing in the system that you asked it. Hmm. I- I mean, your doctor that you want to see. Yes. Can I ask you, have you seen this before, this situation? I... Well, not exactly as i- is happening with you. But since nor... It's right in the middle of the transition- Hmm. ... with us, it might be that th- the reason why. Okay. But, um, your benefits are not end, it's active. You could give you... if your doctor our number. We could let them know that your

benefits are active and where to submit the claim, if anything. But I will do my best to get this resolved before you go see a doctor. Um- Thank you so much. So they would call, uh, this 800-497-4856 number? Mm-hmm. And I will put that on- Oh, okay. ... as, as well. Um, so if they call... But they need- Okay. ... before you give them that information. Sure, sure, sure. That's what- Um, what is your name please? Pamela. Pamela? Yes. Pamela, I appreciate all this trouble that you are going through for me, and I very much appreciate it. I will wait to hear from you. All right. Thank you. Thanks. All right. Thanks. Thank you so much. Okay, bye.

Conversation Format

Speaker speaker_0: Thank you for calling American Public Life. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi, there. Uh, I'm having some trouble with my, uh, American Public Life account and information. They suggested I call you.

Speaker speaker_0: Okay. Um, what would you like to... Oh, how may I help you?

Speaker speaker_1: Okay. Um, I'm having some lower back problems, so I was talking to a place called Atlantic Spine Center, and I gave them my policy number, group number for American Public Li- A- American Public Life and MultiPlan, right? And they just called me back and said that my policy was terminated, um, on February 3rd, 2025. But my card says that's the effective date because this is... I just got this coverage. Um, and they also have my birthday as the incorrect day.

Speaker speaker_0: And what's the name of the staffing agency you work for?

Speaker speaker_1: Noor Staffing, N00R.

Speaker speaker_0: Okay. And the last four digits of the social, sir?

Speaker speaker_1: My social?

Speaker speaker_0: Yes, sir, so I can pull up your account.

Speaker speaker_1: 6564.

Speaker speaker_0: All right. First and last name? Julian-

Speaker speaker_1: Julian De Armas.

Speaker speaker_0: De Armas, okay. Mr. De Armas, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: My address is 240 East 82nd Street, New York, New York, 10028, Apartment 9K. My birthday is January 25th, 1965. Please tell me what day you see.

Speaker speaker_0: I have January 25th, 1965.

Speaker speaker_1: Okay, great. Uh, because when I called APL they had my birthday as the 22nd.

Speaker speaker_0: All right. Um, we have telephone number 917-887-2777, and your email is julian.dearmas@gmail.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So far, I see that your benefits are active. I do not know why they said it's not active. And, yeah, on February 3rd, that's when the effective date of the benefits.

Speaker speaker_1: Okay. Let me ask you this-

Speaker speaker_0: And you-

Speaker speaker_1: ... because they... I'm sorry. They also said they received a termination notice of my benefits on March 31st, which would have been a few days ago.

Speaker speaker_0: Oh.

Speaker speaker_1: And what they told me is they can't move forward with anything until they get something from you, benefits and the card, in writing that I am... I do have coverage. Until that happens, I can't see any doctor or do anything.

Speaker speaker_0: That was APL, right?

Speaker speaker_1: Yes.

Speaker speaker_0: Yeah. Let me put you on hold, and let me get in touch with them. Just bear with me, okay?

Speaker speaker_1: Please take your time. Thank you. I'm on hold. Oh. Okay. Ah, shit. ... here, that's good.

Speaker speaker_0: Mr. Arman?

Speaker speaker_1: Okay. Yes, hello?

Speaker speaker_0: Okay. Yes, um, indeed I spoke to the same, um, rep that you spoke to.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Um, I will need to get a call back to you, because this... We're gonna have to escalate this to, um, my manager so they could get in touch with APL and see what was the reason why they received the termination. Um, is there a specific time for me to call you back?

Speaker speaker_1: As soon as possible, please. I need to see this doctor for my back. I'm in a lot of pain.

Speaker speaker_0: Okay. So I will, uh, reach out to her and, um, explain the situation and... But if anything, well, they won't see you because it's not showing in the system that you asked it.

Speaker speaker_1: Hmm.

Speaker speaker_0: I- I mean, your doctor that you want to see.

Speaker speaker_1: Yes. Can I ask you, have you seen this before, this situation?

Speaker speaker_0: I... Well, not exactly as i- is happening with you. But since nor... It's right in the middle of the transition-

Speaker speaker_1: Hmm.

Speaker speaker_0: ... with us, it might be that th- the reason why.

Speaker speaker_1: Okay.

Speaker speaker_0: But, um, your benefits are not end, it's active. You could give you... if your doctor our number. We could let them know that your benefits are active and where to submit the claim, if anything. But I will do my best to get this resolved before you go see a doctor. Um-

Speaker speaker_1: Thank you so much. So they would call, uh, this 800-497-4856 number?

Speaker speaker_0: Mm-hmm. And I will put that on-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... as, as well. Um, so if they call... But they need-

Speaker speaker_1: Okay.

Speaker speaker_0: ... before you give them that information.

Speaker speaker_1: Sure, sure, sure.

Speaker speaker_0: That's what-

Speaker speaker_1: Um, what is your name please?

Speaker speaker_0: Pamela.

Speaker speaker_1: Pamela?

Speaker speaker_0: Yes.

Speaker speaker_1: Pamela, I appreciate all this trouble that you are going through for me, and I very much appreciate it. I will wait to hear from you.

Speaker speaker_0: All right. Thank you. Thanks. All right.

Speaker speaker_1: Thanks. Thank you so much. Okay, bye.