

## **Transcript: Pamela**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Acquire. This is Pamela speaking. How may I help you? Yeah, I don't know. I've never had this happen before. But the dental insurance did not pay for my last cleaning, and I want to know why because it's still coming out of my check for the premium. Okay. Um, who do you work for, sir? Oxford Global Resources. The last four digits of your Social? Sorry? The last four digit- digits for your Social Security number. Oh, digits. 1240. Your first and last name, sir. Charles Gale. Mr. Gale, for security reasons and just to make sure we are in the correct file- Mm-hmm. ... can we please verify your complete address and date of birth? Address is 139 Oakmont Drive, Madison, Mississippi, zip code 39110. And my date of birth is July 29th or 7/29/1963. Thank you for the information, Mr. Gale. We have a phone number on file, 601-882-4829, and your email is mgale4@gmail.com. Those are correct, yes. Sir, when was the date of service? Oh, I don't know. I just got a text from the dental office, and they told me that I owe for the cleaning because my insurance didn't pay. Uh- Okay. So we do not, um, process the claim here. It's the actual carrier. What I'm gonna do, I'm gonna get someone on the line so they c- um, explain the reason why they didn't, they didn't, um, pay for that service. Just to be clear. Right. Because, you know, I t- I don't understand. I've been having cleanings twice a year for a very long time, but I've never had dental insurance not pay for such. I understand. Um, let me put you in a brief hold while I get someone on the line. Okay. Who is the carrier that you're- It's called APL. Okay. American Public Life. Okay. Yeah. I get, I get, uh, uh, be- uh, benefit notifications from them. I understand now. Go ahead. Uh, thank you. No problem. Thank you. Is there anything else I could do for you besides this? No. This is... No. This is all I need. All right. Thank you. All right. Thank you, sir. Have a nice weekend. Bear with me here.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits and Acquire. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Yeah, I don't know. I've never had this happen before. But the dental insurance did not pay for my last cleaning, and I want to know why because it's still coming out of my check for the premium.

Speaker speaker\_1: Okay. Um, who do you work for, sir?

Speaker speaker\_2: Oxford Global Resources.

Speaker speaker\_1: The last four digits of your Social?

Speaker speaker\_2: Sorry?

Speaker speaker\_1: The last four digil- digits for your Social Security number.

Speaker speaker\_2: Oh, digits. 1240.

Speaker speaker\_1: Your first and last name, sir.

Speaker speaker\_2: Charles Gale.

Speaker speaker\_1: Mr. Gale, for security reasons and just to make sure we are in the correct file-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... can we please verify your complete address and date of birth?

Speaker speaker\_2: Address is 139 Oakmont Drive, Madison, Mississippi, zip code 39110. And my date of birth is July 29th or 7/29/1963.

Speaker speaker\_1: Thank you for the information, Mr. Gale. We have a phone number on file, 601-882-4829, and your email is mgale4@gmail.com.

Speaker speaker\_2: Those are correct, yes.

Speaker speaker\_1: Sir, when was the date of service?

Speaker speaker\_2: Oh, I don't know. I just got a text from the dental office, and they told me that I owe for the cleaning because my insurance didn't pay. Uh-

Speaker speaker\_1: Okay. So we do not, um, process the claim here. It's the actual carrier. What I'm gonna do, I'm gonna get someone on the line so they c- um, explain the reason why they didn't, they didn't, um, pay for that service. Just to be clear.

Speaker speaker\_2: Right. Because, you know, I t- I don't understand. I've been having cleanings twice a year for a very long time, but I've never had dental insurance not pay for such.

Speaker speaker\_1: I understand. Um, let me put you in a brief hold while I get someone on the line.

Speaker speaker\_2: Okay. Who is the carrier that you're-

Speaker speaker\_1: It's called APL.

Speaker speaker\_2: Okay.

Speaker speaker\_1: American Public Life.

Speaker speaker\_2: Okay. Yeah. I get, I get, uh, uh, be- uh, benefit notifications from them. I understand now. Go ahead. Uh, thank you.

Speaker speaker\_1: No problem. Thank you. Is there anything else I could do for you besides this?

Speaker speaker\_2: No. This is... No. This is all I need.

Speaker speaker\_1: All right.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: All right. Thank you, sir. Have a nice weekend. Bear with me here.