

Transcript: Estefania

Acevedo-6538217490268160-5673833578676224

Full Transcript

La llamada puede ser supervisada o grabada para fines de control de calidad. Para español, 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, or if you need assistance filing a claim, press two. For questions about group premium billing, press three. For customer service or new business, ID cards, address changes or policy changes, press four. If you are a broker calling for the broker resources team, press seven. To hear these options again, press pound. Your call may be monitored for quality assurance. Para español, 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, or if you need assistance filing a claim, press two. For questions about group premium billing, press three. For customer service or new business, ID cards, address changes or policy changes... All of our representatives are currently assisting other customers. Please hold for the next available representative. Gracias por llamar a APL. Esta es Tori. ¿Cómo puedo ayudarle? Hola, buenos días, Tori. Me llamo Stephanie. Estoy llamando de Beneficios y una Tarjeta, en nombre de una de las miembras. Eh, I'm having trouble pulling her ID... her cards up. So, I was gonna see if I could get her policy number from you, 'cause she's actually sick trying to go to the doctor. Pero, por alguna razón on the website she's not pulling up. Okay. Y yo veo que ella está activa. El otro día tuve este mismo problema con otra miembra y me tomó unos días en conseguir su tarjeta. Eh, I don't know if it's because they're a new agency or... Ok. ...I'm not sure. Ok. Eh, what do you need from me? Okay, Stephanie. First, can I get your callback number, just in case our call gets disconnected? Ok. Eh, Nuestro número de teléfono es 800-497-4856 y mi nombre es Stephanie. Estoy llamando de Beneficios y una Tarjeta. Okay, Miss Stephanie. And, what is the patient's name? Eh, her first name is Maria, so that's M-A-R-I-A, middle initial P, and then I'm gonna spell her last name. As Z as in zebra. Ok. A as an apple, R as in red, R as in red, A as an apple, G as in girl, A as an apple. Y trabaja para Associated Staffing Inc. Ok, and do you have her group number? Ehm, I do not. Ok, and it's Associated Staffing... Ok, let me see if I can find the group. Mm-hmm. And it looks like she has the VIP Choice for employee plus spouse. Ok, let me see. Ok. Eh, let me pull in the group real quick. I did find the group number. Ok, thank you. Ok. Is she there with you, eh, to give consent to talk about the policy? So, I have her on hold on the phone 'cause she was trying to get the card sent to her email. However, when I go to the APL website, it's not pulling up at all. Así que tuve que llamar para ver si tal vez podía conseguirlo y luego enviarlo. Ok. Está bien. ¿Hay alguna forma en que nosotros... we can do a three-way call? Merge? Eh, sí. Yo creo que sí. Sí, gracias.

Conversation Format

Speaker speaker_1: La llamada puede ser supervisada o grabada para fines de control de calidad. Para español, 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, or if you need assistance filing a claim, press two. For questions about group premium billing, press three. For customer service or new business, ID cards, address changes or policy changes, press four. If you are a broker calling for the broker resources team, press seven. To hear these options again, press pound. Your call may be monitored for quality assurance. Para español, 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, or if you need assistance filing a claim, press two. For questions about group premium billing, press three. For customer service or new business, ID cards, address changes or policy changes... All of our representatives are currently assisting other customers. Please hold for the next available representative.

Speaker speaker_2: Gracias por llamar a APL. Esta es Tori. ¿Cómo puedo ayudarle?

Speaker speaker_3: Hola, buenos días, Tori. Me llamo Stephanie. Estoy llamando de Beneficios y una Tarjeta, en nombre de una de las miembras. Eh, I'm having trouble pulling her ID... her cards up. So, I was gonna see if I could get her policy number from you, 'cause she's actually sick trying to go to the doctor. Pero, por alguna razón on the website she's not pulling up.

Speaker speaker_2: Okay.

Speaker speaker_3: Y yo veo que ella está activa. El otro día tuve este mismo problema con otra miembra y me tomó unos días en conseguir su tarjeta. Eh, I don't know if it's because they're a new agency or...

Speaker speaker_2: Ok.

Speaker speaker_3: ...I'm not sure.

Speaker speaker_4: Ok.

Speaker speaker_3: Eh, what do you need from me?

Speaker speaker_2: Okay, Stephanie. First, can I get your callback number, just in case our call gets disconnected?

Speaker speaker_3: Ok. Eh, Nuestro número de teléfono es 800-497-4856 y mi nombre es Stephanie. Estoy llamando de Beneficios y una Tarjeta.

Speaker speaker_2: Okay, Miss Stephanie. And, what is the patient's name?

Speaker speaker_3: Eh, her first name is Maria, so that's M-A-R-I-A, middle initial P, and then I'm gonna spell her last name. As Z as in zebra.

Speaker speaker_2: Ok.

Speaker speaker_3: A as an apple, R as in red, R as in red, A as an apple, G as in girl, A as an apple. Y trabaja para Associated Staffing Inc.

Speaker speaker_2: Ok, and do you have her group number?

Speaker speaker_3: Ehm, I do not.

Speaker speaker_2: Ok, and it's Associated Staffing... Ok, let me see if I can find the group.

Speaker speaker_3: Mm-hmm. And it looks like she has the VIP Choice for employee plus spouse.

Speaker speaker_2: Ok, let me see. Ok. Eh, let me pull in the group real quick. I did find the group number.

Speaker speaker_3: Ok, thank you.

Speaker speaker_2: Ok. Is she there with you, eh, to give consent to talk about the policy?

Speaker speaker_3: So, I have her on hold on the phone 'cause she was trying to get the card sent to her email. However, when I go to the APL website, it's not pulling up at all. Así que tuve que llamar para ver si tal vez podía conseguirlo y luego enviarlo.

Speaker speaker_2: Ok. Está bien. ¿Hay alguna forma en que nosotros... we can do a three-way call?

Speaker speaker_3: Merge? Eh, sí. Yo creo que sí.

Speaker speaker_2: Sí, gracias.