

## **Transcript: Franchesca**

**Baez-6518886529548288-4846351136112640**

### **Full Transcript**

Good afternoon. Thank you for calling APL. This is Melinda. May I help you? Yes, hello, Melinda. Could I have a, um, representative that speaks Spanish by any chance? Uh... Yes, ma'am. Hold on just a moment. I'll get you someone. All right. Thank you, love. You're welcome. Ma'am? Yes, hello? They are all on the line. Is there something I can help you with? Um, so the thing is we're the administrators for the health coverage the staffing company offers. I had a member that only speaks Spanish on the line, um, that was inquiring regarding a bill that has not been answered to his dentist. To the dentist... Mm-hmm. Um... Hm. I- i- it- do you have, uh, her policy? Is she sitting there with you? Yes, ma'am. He's on the line with me. Okay. Um, does he have his policy number? Yes, ma'am. And what is his policy number? All right. Bear with me one moment. And... I'm sorry, what was your name? Yes. My name es Francesca, with Benefits en Acari. Let me know when you're ready for that policy number. I'm ready. It is two, five, nine-... two nine seven seven. And what's his date of birth? It is May 12th, 1989. Okay. Do you know his address or email address? Yes, ma'am. We have his email as 7809 Alderdel Street, Downey, California, two... I mean, nine oh two, sorry, four zero. And I have his email as lopezhugo.an@gmail.com. Thank you, Francisca. And he was wanting to know about a claim? Yes, he said that it was submitted for the days of February 11th. Okay, we do have the claim in and is pending for eligibility. His paid-to-date only showing to two nine. So as soon as we receive the payment then the claim will be processed. Okay, so the last time that you guys show him active was for February 9th. Is this correct? Right, I'm showing his pay date, to date is two nine. Okay, so I'll go ahead and ask my front office to look into it then, 'cause we did receive payments in our side his up-to-date till today for this week, till the 16th of March. So I think that might be something that my front office will have to take a look into, um, and see how they can go ahead and make it- Yes, ma'am. ... so that they can provide any missing information you guys might need. Yes, ma'am. All right. Well, thank you so much, Miss Melinda. I hope you have a wonderful rest of your day. Thank you, Francisca, for calling APL. You have a good day as well. Thank you, it's been my pleasure. Mm-hmm. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Good afternoon. Thank you for calling APL. This is Melinda. May I help you?

Speaker speaker\_1: Yes, hello, Melinda. Could I have a, um, representative that speaks Spanish by any chance?

Speaker speaker\_0: Uh... Yes, ma'am. Hold on just a moment. I'll get you someone.

Speaker speaker\_1: All right. Thank you, love.

Speaker speaker\_0: You're welcome. Ma'am?

Speaker speaker\_1: Yes, hello?

Speaker speaker\_0: They are all on the line. Is there something I can help you with?

Speaker speaker\_1: Um, so the thing is we're the administrators for the health coverage the staffing company offers. I had a member that only speaks Spanish on the line, um, that was inquiring regarding a bill that has not been answered to his dentist.

Speaker speaker\_0: To the dentist...

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Um... Hm. I- i- it- do you have, uh, her policy? Is she sitting there with you?

Speaker speaker\_1: Yes, ma'am. He's on the line with me.

Speaker speaker\_0: Okay. Um, does he have his policy number?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And what is his policy number?

Speaker speaker\_1: All right. Bear with me one moment.

Speaker speaker\_0: And... I'm sorry, what was your name?

Speaker speaker\_1: Yes. My name es Francesca, with Benefits en Acari. Let me know when you're ready for that policy number.

Speaker speaker\_0: I'm ready.

Speaker speaker\_1: It is two, five, nine-... two nine seven seven.

Speaker speaker\_0: And what's his date of birth?

Speaker speaker\_1: It is May 12th, 1989.

Speaker speaker\_0: Okay. Do you know his address or email address?

Speaker speaker\_1: Yes, ma'am. We have his email as 7809 Alderdelf Street, Downey, California, two... I mean, nine oh two, sorry, four zero. And I have his email as lopezhugo.an@gmail.com.

Speaker speaker\_0: Thank you, Francisca. And he was wanting to know about a claim?

Speaker speaker\_1: Yes, he said that it was submitted for the days of February 11th.

Speaker speaker\_0: Okay, we do have the claim in and is pending for eligibility. His paid-to-date only showing to two nine. So as soon as we receive the payment then the claim will be processed.

Speaker speaker\_1: Okay, so the last time that you guys show him active was for February 9th. Is this correct?

Speaker speaker\_0: Right, I'm showing his pay date, to date is two nine.

Speaker speaker\_1: Okay, so I'll go ahead and ask my front office to look into it then, 'cause we did receive payments in our side his up-to-date till today for this week, till the 16th of March. So I think that might be something that my front office will have to take a look into, um, and see how they can go ahead and make it-

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: ... so that they can provide any missing information you guys might need.

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: All right. Well, thank you so much, Miss Melinda. I hope you have a wonderful rest of your day.

Speaker speaker\_0: Thank you, Francisca, for calling APL. You have a good day as well.

Speaker speaker\_1: Thank you, it's been my pleasure.

Speaker speaker\_0: Mm-hmm. Thank you. Bye-bye.