## [Demo] NLP Dataset for Customer Service Automation

Company Type	Health Insurance Companies	
Inquiry Category	Appeals, grievances, and complaint handling	
Inquiry Sub- Category	plaints about coverage denials	
Description	Customers may submit complaints regarding the denial of coverage for specific treatments, procedures, or medications, seeking explanations and potential resolution to have the denied coverage reconsidered.	
Data Size	9,936 paraphrases	
Want to buy data?	Please contact nlp-data@qross.me via your business email address.	

 $\begin{tabular}{ll} Masked sample paraphrases of one "Health Insurance Company" customer inquiry. (Purchased data will not be masked.) \\ \end{tabular}$ 

my coverage denied prescribed?
I covered for ?
What is reason med Rx?
How come I unable coverage this?
were reasons denying coverage my?
was cover denied the?
want to why coverage refused the recommended
How come my coverage?
I had my medication.
I as to why my covered.
my was denied for the
do I have my ?
Why insurance give me?
The reason drug?
What happened my for ?
I don't insurers payment the medicine the
don't why medication not
is medication insurance?
my claim be?
I to to the denial for my
I didn't for the drug?
about my for the recommended drug.
Why med?
are the for coverage my?
Couldn't covered and explanation.
my denied drugs?
Why weren't medication
My insurance denied for

have my coverage?	
medication coverage	
Why don't?	
I medicationcovered.	
tell me why prescribed drug for?	
was there a my?	
I wanted know drug was	
a specific reason denying ?	
is coverage my?	
is reason behind my drugs?	
have caused denial in my?	
was the by coverage?	
Why denied insurance	
wonder why covered prescription	ns.
was drug refused for ?	
Insurance medication?	
I don't why covered	
my for my prescription?	
I was for	
you coverage Rx?	
Explain I approved for	
cover my prescriptions?	
why my my prescriptions.	
was denied for	
come for the drug?	
Why I on my?	
my prescriptions.	
got drugs denied	
Why couldn't get ?	
I'm confused as isn't	
get on ?	
Why insurance to medication?	
Why insurance my prescriptions?	
was reason for claim denied?	
I why isn't covered.	
Can the decision to ?	
Is my coverage denied?	
Why you for medication?	
There's a reason covered.	
not my prescription is not	
Insurance for denied.	
is denial drug happening?	
Can't covered,	
I get my medical?	
for is denied.	
the reason for ?	
was a reason to provide this	
I'm my won't be	
you for medicine?	
you provide a why covered?	

My prescribed wasn't?
Why covered prescriptions?
Tell me drugs
the my medication?
the medication by insurer.
What might have the denial coverage ?
I don't medicines approved.
Why I not Insurance for ?
Why is not allowing me pills?
What them decline ?
I to why medication dropped from
is a reason denying me coverage
come did not medication?
Why do have medicine?
don't have insurance my?
is my being denied?
my medication coverage out?
me coverage axed my
there a reason why was ?
was my not covered recommended?
Why did coverage?
Why my medication?
wereinsurancefor my?
Why the give this medicine?
Can I know insurers medicine?
Why not insured?
you prescription drugs?
Why cover medication?  Can me insurers pay for the suggested doctor.
prescription be denied?
Why wasn't coverage accepted?
prescribed not covered?
Why insured for ?
my medication?
Is I'm denied prescription ?
Can know why insurers for the the ?
medication denied, deal?
medication denied, deal?  my medication for coverage.
my medication for coverage.
my medication for coverage a for my medication?
my medication for coverage.
my medication for coverage a for my medication?  Can explain why I'm my?
my medication for coverage a for my medication?  Can explain why I'm my?  I was covered
my medication for coverage a for my medication?  Can explain why I'm my?  I was covered  Why do you think there a?
my medication for coverage a for my medication?  Can explain why I'm my?  I was covered  Why do you think there a?  didn't the insurance ?

I been approved medication?
I don't know didn't pay the medicine
I need medication denied
did insurance pay my prescription?
coverage denied for ?
Did my get?
you not covered for prescription medication?
my prescriptions cut off.
no the drugs?
is there insurance for ?
How can't get coverage ?
How no for prescribed drug when it's?
denial my recommended?
Is there my was denied by ?
Can why have for my prescriptions?
I approved drug ?
there no coverage for the it is?
am I not allowed I need?
I am baffled as covered.
wondered why my covered.
Who coverage medication?
How there no the when it's needed?
is prescribed not?
is prescribed not: did insurance approval drug.
What to my medicine?
explain prescription denial?
I be covered my?
covered my: coverage my medication?
Was a denial ?
Why give access to this medicine?  What the my are not?
you an the denial prescription?
my drug wasn't covered.
why coverage axed my meds.
What was declined covering ?
insurer doesn't access medicine.
Why didn't coverage?
Why I not medication?
can't my medication
approved by insurance?
It was on claim.
didn't I my ?
can't get coverage this
I like know why insurers wouldn't for medicine
denied access to specific
Why does refuse?
Insurance said pills.
I know wasn't covered.
have to a of recommended medicine?
What might led denial recommended medicine?

would there be on?	
Why the medications?	
don't have coverage my?	
come the wasn't ?	
are some meds approved ?	
coverage on ?	
able to me why medicines a	nnroved?
	pproveu:
Did my claim medications?	. 1
why my didn't my prescript	ion arugs.
What denial the coverage?	
wonder if denied payment for the	·
you explain the my ?	
Why the insurer to a?	
no my medication?	
What happened of my?	
denial of on?	
reason for denying for my?	
wondered my claim for med	ls.
I been my prescribed	
Why don't my my?	
I'm medicines weren't	
was this medicine.	
not? my medication.	
Why the insurer access to?	
didn't reimburse my prescription	?
confused to how my is	
I refused the	
Was there specific reason for be	?
Why did receive coverage ?	
was for the drug?	
Why denied the need?	
I was for	
Can you me wasn't?	
Why medicine?	
can't get insurance my?	
could not meds .	
my drug wasn't	
sure isn't covered.	
get for my	
Why not covered for?	
is not approved by?	
I have a question about denying	nedicine by
did my not cover ?	
my medication from the?	
FW did decline medication.	
the the prescription?	
I don't I given coverage for	
Please me why not covered presc	
What medication to ?	
What made coverage?	
what made coverage?	

Can why doctor's wasn't for?
Why was prescribed drug ?
Why did meds from?
I but was not
is my being denied?
insurance approval the drug?
My for meds.
get for meds?
about my medication denied?
I not medication ?
weren't medication paid ?
coverage cover the recommended?
What's get for my medication?
is the reason there's the drug?
shed light on the?
Why aren't for?
led to the for my ?
medication coverage denied ?
the reason denying my medicine?
insurer give me to this?
What made them?
I am covered for my medication.
the for the denial prescription?
medication covered, explanation
Why my deny prescription?
insurers to my pills?
What the reason for denying prescription?
to the denial coverage of?
medication I been denied
aren't prescription drugs ?
could recommended medicine ?
Why wasn't?
didn't get approved coverage?
was my medication denied?
My turned
What behind denying for my?
Was a why medicine coverage?
it was denied my?
a refusal for my?
medical is mystery.
was a why declined the prescribed
reason me drug coverage.
Are there denying on?
get medication needs
There's a reason denying
insurance cover medication?
tell me why my was
was denied for
Why was me?
Why did not recommended?

Why there	prescribed	regardless of	necessity?
I was	rescription.		
It my medica	ation.		
be for			
My by h			
their covere			
How can coverage			
Insurance to		?	
What the			
Why my cost		?	
What made			
not cov			
Why insurance give me			
is reason for			
is the denyir		prosoripulons.	
wasn't medication			
wonder why		the recomm	ondod
wonder why get for		the recomm	enueu.
Why didn't my for			
do my			
not why pres		overea.	
My prescriptions		1	
Why does insurer			
a little to wh			
Can you			
wouldn't insuranc			
prescribed			
asked			
Why coverage cov		rug?	
Why I denied			
My meds			
the of			
pay for			
need to my o			
Why my denied _	medici	ne?	
will not my			
Why denied	the medica	ation?	
Why did I not	?		
am why my prescr	ription		
Why does insurer not _	t	ake this?	
I for m	edicine.		
can be cover	rage	drug it's needed	1?
come I insur	ance	medicine?	
me covered for	?		
I would know why	·	_ covered.	
am not covered			
made decline		dication.	
I'm somewhat confused			
What happened m			
my approved			

there coverage for drug it's needed?
FW, what them medication?
you me details why drug covered?
I don't why my doesn't prescription
Why my coverage ?
Why my claim ?
I if denied prescription
Why medication get removed ?
insurance my pills?
Why my not cover
Why ?
do deny access the?
Why insurance pay ?
got denied!
Is a reason the for ?
want caused denial covering my medicine.
is a as to why isn't
my coverage the medication I need?
Why I pills?
Can you about my wasn't covered?
was not for
Denied for
my medicines?
Why get coverage?
insurance medication the reason?
don't get my drugs?
the medicine payment?
wonder if got coverage.
Why denied medication?
Insurance won't drugs.
don't get meds?
medicine coverage to be?
Why covered at?
for of coverage for my prescription?
am covered my prescription.
you why I not covered for ?
Did you deny coverage ?
I am denied to
denied my claim?
wasn't medication
Why was I prescribed?
coverage the medicine.
not sure prescription isn't
coverage denied for prescriptions?
How not be coverage the?
Did tell me denial my medication?
What reason for med?
What not their medication?
Do you any information my drug ?  wouldn't be on ?
riroulan't ho on

I want	know	were axed	coverage.
	specific reaso	on why drug	denied?
The insur	rer denies acces	ss	
I	covered for	drugs.	
is _	insurance	medication?	
the	re a why I	coverage	medicine?
med	dication was	by my	
	decision to de	eny insurance cove	rage for?
I don't kr	now why	pay	yment.
Why	cov	ver the recommend	led?
I if	coverage	the med	lication.
My medic	cation got	?	
What	the med	dication was?	•
den	ied covera	age?	
Tell	my	cut.	
	claim for		
	covered		
	meds been by		
	_ my not cover		
	my covered		
		e not apply?	
	to		on?
	I not		
	me to p		?
	was denie		_
	the		to this medicine.
	insurance cover		=
	ne not		
	cov		
	ne can't use		
	my wasn't		
	n't approv		bed .
	_ cover denied		
	it denied insura		
	re coverage		
	pened my cover		
	me I don'		
	coverage		
	a denial _		
	d demar _ be deni		
	refused for		inculcation.
	t my prescription		
	insurance de		
	we for re		.f
	he for my		: <b>!</b> :2
	plan de		
	coverage		
	tht the der		
	explain d		
reas	son prescription	n is baff	ling.

Was	my because of?
	refuse my?
What	t covering my medication?
	to this my
	happened my coverage was drugs?
	I don't have to coverage for ?
	is medication denied ?
	you any explanation my weren't approved?
	why pay for the medicine the suggested.
	't get
	medication not approved insurers?
	can't understand medicines weren't
	Explain.
	for my
How	my prescription coverage?
	my insurance prescriptions?
Medi	ical denied?
	my medication?
What	t led the of for my?
	the insurer deny access?
What	t caused coverage be ?
	you me wasn't approved for coverage?
	on with protection?
Denie	ed coverage?
Did _	get for?
	coverage for prescribed
	the problem, meds were
	was axed.
	was for drug?
	do insurance medication?
	isn't drugs?
	was prescribed but it
	my insurance pay medication?
	wonder if my claim got meds.
	tell my medication was
	I get coverage for ?
	the for my coverage?
	want to my medicines did approved.
	s wondering I prescription
	t the for cost by health plan?
	my meds?
	covers prescriptions?
	_won't pay
	denied coverage drug.
	t can you tell my covered?
	do not get for?
Ι	caused my medication denied.
	caused to covering prescribed?
	not have insurance my?
	you tell me why I approved?

Did my for?
I paid for.
is the meds got?
get covered for medication?
a denial about
I if reason for not this .
am denied my
Denied cover
What's the with medication ?
Insurers don't how?
come drug by?
My prescriptions
did they to the
Why my was?
How come can't get a ?
What happened of the need?
medication not covered?
Why get covered for ?
want why insurers pay for the medicine
denied you explain why?
for drugs denied.
How wouldn't for pills?
Why cover my medicine?
made refuse cover medication?
led insurance to coverage ?
I am my isn't
I why prescriptions covered.
drug was coverage
come was coverage drugs?
Why needed pills?
didn't cover the?
was for me coverage for medicine.
do not have access particular?
Why insurance deny ?
Why deny drug now?
Why Imedication?
why my prescription covered.
can't I get ?
you a reason coverage my drugs?
Can explain to my prescriptions covered?
I was why my prescription
do not covered medication?
What the medicines weren't?
Why wasn't for?
you give me an explanation why?
approved for coverage?
I for medication?
Why have meds?
The for denying my unknown.
don't my isn't covered

did not cover?
did Insurance my?
I my covered,?
coverage on?
You denied medicine.
What is the why ?
Did get rejected?
denied to me?
Can you the prescription ?
Why refuse to cover?
Why weren't covered?
what made decline covering
did my not my?
didn't policy for prescriptions?
why there a denial for my?
Can you tell of the prescription?
What reason for Rx?
aren't meds approved ?
were my drug ?
Why insurance to medication?
had my denied.
come this wasn't by ?
did my not drugs?
prescription covered?
Why my drug not ?
my get denied?
drugs Explain.
Can't you covered?
I for medicine.
denied, what happened?
don't for my medication?
Why insurer me to that?
to denial of for medication?
Can insurers pay for the the doctor?
you any information why was not?
medication is approved insurance?
does insurance refuse ?
was denied for prescribed
deny my pills?
Do why was denied?
Can my drug covered?
Why am I covered ?
Why insurer prescription?
I need medication I
it possibletell prescribed drug wasn't?
Can you what happened the ?
Why am I for ?
I my wasn't covered.
Why denied medicine ?

reason behind my coverage?
What happened to my being?
Can I out why for the recommended?
Why my coverage not ?
What is for not recommended?
prescription wasn't
I my prescribed covered.
Denial medical ?
the access to specific ?
medication have coverage?
is the reason coverage on .
it for the of drug?
denied for a medication.
get medication
For medication, was
Why was approved coverage?
Why coverage medicine?
did refuse to pay medication?
a reason my is covered?
I want why denied for the doctor
confused why prescription covered.
there reasons why denied coverage for?
don't covered by insurance?
What the reason for medication?
come I get coverage ?
was coverage medication?
did insurance for drug?
What have a of ?
a question about my approved.
What is my being?
There $\_\_\_$ as $\_\_\_$ why $\_\_\_$ prescription isn't covered.
refuse accept medication.
able to cover my?
There was reason wasn't for
Do you explanation for of prescription?
Why not coverage?
Why didn't my?
denied on the medication I?
was my coverage a?
Why the coverage prescription?
Ithe prescriptions?
What was for denying coverage ?
I to know medication covered.
I get for this?
Can my drug didn't get?
What denial for the?
Why get my drugs?
reason my medication be denied.
Can tell me am for my prescription?
caused denial of the ?

me covered for?
coverage refusal not accepted?
Why medicine not?
why wouldn't pay the medicine by the
has the insurance for?
Why to my medications?
I get coverage for?
Why don't I prescribed?
was a denial to recommended
I have to medication?
denied coverage prescribed?
My wascaused?
get covered, serious?
are you coverage ?
refused for the recommended?
do me access that medicine?
Why there a my?
Why don't for?
coverage cover the?
What have led a covering recommended?
Insurance wouldn't needed pills.
not covering this medicine for me?
Why do I covered ?
want to insurers refused the medicine suggested doctor.
wasn't for medication
I get coverage?
could have caused the my recommended?
Was denied for ?
coverage was denied.
My coverage denied the
my medications covered?
my denied for medicine?
Why my approved for ?
can't coverage for
Why not?
cannot coverage for my?
I cannot this medication?
to know I'm covered prescription drugs.
don't I drug?
is why my drug is
How come I covered my ?
How come I covered my ? you tell me the my wasn't?
you tell me the my wasn't?
you tell me the my wasn't? Why coverage the prescription?
you tell me the my wasn't?  Why coverage the prescription?  my prescription drugs not get insurance?  Why meds approved ?  did to cover the

Why pay for?
What the for coverage?
Why wasn't use coverage?
don't for my medicine?
Was coverage denied ?
My prescriptions happened?
there be coverage ?
Why prescribed medication ?
understand why prescription denied.
I coverage for medication?
it there isn't coverage the drug?
drug coverage?
caused denial coverage my?
approve the for me?
my come with it?
Why did my coverage?
Why insurance reject?
am I needed pills?
There was a denial of drug
What to that it denied plan?
The insurer access medicine.
med claim was denied.
I'm trying to why
wasn't I approved coverage?
Why meds approved ?
Why did I approval the drug?
you me prescription happened?
there reason denying coverage for ?
What it prescribed drug there's no?
Tell my meds coverage.
Why don't my insurance?
Why didn't me needed?
get medicine covered,
What caused of my medicine?
for prescription medications.
wondered why not medication coverage.
am I medication Insurance?
was of for medication I
Can you tell the reason not ?
wasn't approved the ?
I wasn't for coverage
why meds were removed from coverage.
Why I not for?
you know drug wasn't covered?
explain prescription denial?
to know was axed.
pay for my drugs?
I'd why drug covered.
Can I wouldn't pay medicine suggested doctor?
caused covering prescribed medication?

not for why?
How medication approved by ?
Why would coverage?
Why I coverage?
Why don't I?
I as to my is not .
Couldn't covered and
wouldn't accepted Rx?
is reason why was coverage medicine.
What is not providing coverage drugs?
you me that I'm ?
come couldn't get needed?
there a denial for my medication?
is not
denied for medication.
my coverage due medication?
have claim for the medication?
sure why my approved.
Why was insurance
What the coverage for my medication?
Why the?
What happened led the of the need?
asked was denied the drugs.
What the coverage my?
get covered
The recommended refused.
Why did coverage?
I to why drug
there a reason coverage this medicine?
Why do my?
medications covered?
I wonder what medication
there anything you can about prescription?
asked there was reason denying me for .
insurance my prescription drugs.
the recommended drug
I the recommended drug.
had my for prescription.
had my for prescription.  I can coverage for
had my for prescription.  I can coverage for did recommended be covered?
had my for prescription.  I can coverage for  did recommended be covered?  still my prescription isn't covered.
had my for prescription.  I can coverage for  did recommended be covered?  still my prescription isn't covered.  cover my medications?
had my for prescription.  I can coverage for  did recommended be covered?  still my prescription isn't covered.  cover my medications?  How come approved for?
had my for prescription.  I can coverage for  did recommended be covered?  still my prescription isn't covered.  cover my medications?  How come approved for?  why wasn't medication coverage.
had myforprescription.  I cancoverage for didrecommendedbe covered? stillmy prescription isn't covered. cover my medications?  How comeapprovedfor? whywasn'tmedication coverage. led tomedication not?
had myfor
had myforprescription.  I cancoverage for didrecommendedbe covered? stillmy prescription isn't covered. cover my medications?  How comeapprovedfor? whywasn'tmedication coverage. led tomedication not?
had myfor
had myfor
had my

drugs denied. Explain.	
to to?	
cover for medication.	
I out insurers for the medicine by the	?
What is the reason can't coverage ?	
not for my medication?	
What to the prescription?	
Can why were rejected?	
coverage for medicine.	
do I have for ?	
did my drugs denied?	
is the reason not for prescription?	
didn't insurers for the recommended?	
Was my denied ?	
don't insurance my?	
did decline drug?	
How I coverage medicine?	
were approved.	
get for this	
wonder if my was because meds.	
was denied coverage	
How can be a prescribed drug it?	
my claim get for?	
was my insurance my?	
no coverage for ?	
denied drug coverage?	
is reason my coverage drugs?	
for rejecting protection by Rx?	
the for rejecting med?	
not get coverage?	
it denied coverage for?	
Is it that medicine ?	
led to the coverage a prescription?	
perplexed my prescription covered.	
wondered if my was the required	
don't why I'm covered for	
Insurance cover	
had insurance cover my	
medication I need coverage	
What's the for ?	
my my my prescription drugs?	
the reason medication covered?	
prescribed medicine be?	
What going on rejecting protection?	
weren't coverage of medication?	
How I couldn't ?	
medication refused?	
not entirely why my covered.	
Why the the medication?	
did the prescription?	

I	know prescriptions axed.
	_ was coverage my prescribed
	medicine approved insurance?
Wha	t might to denial covering medicine?
	_ as my denied.
I do	n't know drugs
Why	don't I get?
	_ was a I have coverage medicine.
Why	denied medication?
	denied me access this
	_ happened my coverage for ?
Insu	rance my pills.
	_ is my not covered?
	that my axed from?
	a bit as my prescription
	insurance cover prescription drugs?
	for medication?
	my insurance approve?
	tt reason there not for the prescribed?
	do medication?
	get for this
	tt reason not insurance medication?
	needed unexpectedly
	_ cannot get drug.
	for
	get medication explanation.
	my meds eliminated from coverage.
	thappened to my I?
	_ caused of coverage on medication I?
	_ is denying the coverage for drugs?
	stumped to covered.
	coverage denied for recommended?
	are the reasons coverage?
	was it prescribed? _ my coverage the?
	_ my coverage the my medication claim ?
	caused the medicine coverage?
	know I'm not covered my prescription
	know why there my medication.
	s why weren't
	n't know my
	to take my?
	my medicine didn't ?
	my stopped covering my
	am perplexed that my
	r am I
	rejected the drugs?
	drugs!
	se tell am not for my

Why I for drug?	
do for my medication?	
Why there drug even if needed?	
why for the medicine doctor suggested.	
can coverage for this?	
decline covering the prescribed	
there on Rx?	
Why coverage denied for ?	
get my medication ?	
happened to my the?	
won't cover not?	
My insurance prescription	
understand why my claim	
was my denied?	
How come medication didn't by ?	
prescribed was not insurance.	
there a reason for for medicine?	
was it not for ?	
medicines be approved?	
coverage denied because of?	
Can't need an	
I denied to by insurer.	
Why did coverage?	
know why I didn't coverage for	
medicine denied cover?	
What's reason med?	
Can tell my was covered?	
What's going on protection?	
How was denied plan?	
denial of coverage medication?	
How my denied?	
Did my get rejected ?	
Why am covered my ?	
What is problem my ?	
I coverage for the need.	
There no the prescribed	
medication claim not go?	
was denied medication?	
reason they declined to the prescribed	
Please my drugs	
stuck as to prescription	
Why give the need?	
Medical drug has	
prescription not covered?	
me was denied.	
Why is my accepted ?	
isn't insurance for pills?	
What deal my drugs ?	
I want to why my from	
denied on prescriptions?	

Why	medication claim?
Why	not for?
I wor	ndered my coverage meds been
	aren't covered for prescription?
	you think was denied?
	don't get covered the?
	for the medications.
	would like to why my medication
	am I coverage drugs?
	denied for medication.
	did I not receive the?
	there for the denial drug?
	for a prescription.
	coverage on?
I	to why my medication was
	insurance not prescription drugs.
	did I a denial ?
	refuse pay for ?
	come my coverage for?
	them cover prescribed medication?
Why	approved?
	was denied my?
	I medicine denied?
	to my pills?
	caused a denial my recommended medicine?
	denied my recommended drug.
	a specific reason refusal of drug?
	you why am not prescription drugs?
	resulted my medication ?
	the reason the denial my?
	could my coverage for?
	you tell me my wasn't?
	get drugs covered,
	I not for medication I?
	cover for medication.
	causeddenialmy medicine.
Why	a denial medication?
I'm p	ouzzled my prescriptions
	wonder why not covered.
	wasn't covered?
	is not giving access this medicine?
Why	is denied?
	coverage medication need.
What	t reasons for denying drugs?
	my coverage include?
	medication covered?
	why medicines weren't approved.
	you have denied prescription?
	did it a cover recommended medicine?
	my coverage get coverage?

my coverage not?
Was there specific coverage?
the insurer access the medicine?
not sure my isn't
I if my claim rejected because
I not my prescription
reason for denying medication is a
When claim was?
denied coverage for drug?
What led to denial of?
why cover my medications.
do not my pills?
Why did cover medicine?
I insurance the prescribed
What for medicine?
wasn't prescribed paid?
it possible that you can ?
Can you give was not covered?
How my drugs get?
I pay for the medicine the
me why medication from
Why drug coverage?