

Transcript: Francesca

Baez-4514640731226112-6396105647636480

Full Transcript

I have a call for 24 hours. My name is Francesca. How can I assist you today? Uh, yes. Uh, you said your name was Jessica? Francesca, sir. How can I help you? Okay. Uh, uh, I'm a, uh, member but I don't know how to get a copy of my card. Okay. Let's take a look if you're active. What staffing company do you work with? Noor. N-O-O-R. And what are the last four of your Social to locate the account? Sure. Z- zero, four, four, one. And what's your last name, sir? Uh, Arnold. A-R-N-O-L-D. All right. For security purposes, please verify your mailing address for me and date of birth. Sure. 31 Catlin Ave, Wolfsbarre, Pennsylvania, 18702. Date of birth is 10/29/72. I have the best contact down as the same you're calling on, 272-250-9272. Yes, ma'am. And lastly, we have your email down as stanarnoldjr@gmail.com. Yes, ma'am. All right, so let me place you in a brief hold, Mr. Arnold, to see if I have access to the digital copy of your benefit card. I'll be right back. Okay, good. Yep, thank you. Thank you. Thank you so much for holding, Mr. Arnold. Thank you. So currently, sir, I do not have access to the digital copies of your benefit cards or your policy number, um, just due to the fact that there seems to be an issue that's currently ongoing and is being corrected and worked on as far as the connection of the information between your carrier and your staffing company and us. Right. If you are currently having any upcoming visits, I will suggest seeing if by any chance they are okay with us verifying coverage for you over the phone with them. All right. We'll unintelligible this issue resolves. All right. Yeah. Uh, because I... Well, I, I do have a couple appointments coming up within a couple weeks, so, uh, what do I do? Just give them the number to call you guys? Yes, sir. You can just let them know that they can give us the call, our phone number which you called on today and use it to verify coverage. Yeah. I did go ahead and I'll send your information down on our log list for all of the members that have called in and their specific reason for calls being affected by this. So you are already on the list. As soon as this gets fixed and I have access to that policy number and benefit card, I'll give you a call back. But if you have any appointments before then, just have your doctor call us directly and we'll verify your active coverage over the phone with them. Okay, thank you. Of course. Thank you for your patience. Was there anything else we can assist you with today? No, that's it. I appreciate you. Thank you. Of course. It will be a pleasure. I hope you have a wonderful rest of your day today. You also. Bye-bye.

Conversation Format

Speaker speaker_0: I have a call for 24 hours. My name is Francesca. How can I assist you today?

Speaker speaker_1: Uh, yes. Uh, you said your name was Jessica?

Speaker speaker_0: Francesca, sir. How can I help you?

Speaker speaker_1: Okay. Uh, uh, I'm a, uh, member but I don't know how to get a copy of my card.

Speaker speaker_0: Okay. Let's take a look if you're active. What staffing company do you work with?

Speaker speaker_1: Noor. N-O-O-R.

Speaker speaker_0: And what are the last four of your Social to locate the account?

Speaker speaker_1: Sure. Z- zero, four, four, one.

Speaker speaker_0: And what's your last name, sir?

Speaker speaker_1: Uh, Arnold. A-R-N-O-L-D.

Speaker speaker_0: All right. For security purposes, please verify your mailing address for me and date of birth.

Speaker speaker_1: Sure. 31 Catlin Ave, Wolfsbarre, Pennsylvania, 18702. Date of birth is 10/29/72.

Speaker speaker_0: I have the best contact down as the same you're calling on, 272-250-9272.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And lastly, we have your email down as stanarnoldjr@gmail.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right, so let me place you in a brief hold, Mr. Arnold, to see if I have access to the digital copy of your benefit card. I'll be right back.

Speaker speaker_1: Okay, good. Yep, thank you.

Speaker speaker_0: Thank you. Thank you so much for holding, Mr. Arnold.

Speaker speaker_1: Thank you.

Speaker speaker_0: So currently, sir, I do not have access to the digital copies of your benefit cards or your policy number, um, just due to the fact that there seems to be an issue that's currently ongoing and is being corrected and worked on as far as the connection of the information between your carrier and your staffing company and us.

Speaker speaker_1: Right.

Speaker speaker_0: If you are currently having any upcoming visits, I will suggest seeing if by any chance they are okay with us verifying coverage for you over the phone with them.

Speaker speaker_1: All right.

Speaker speaker_0: We'll

Speaker speaker_3: unintelligiblethis issue resolves.

Speaker speaker_1: All right. Yeah. Uh, because I... Well, I, I do have a couple appointments coming up within a couple weeks, so, uh, what do I do? Just give them the number to call you guys?

Speaker speaker_0: Yes, sir. You can just let them know that they can give us the call, our phone number which you called on today and use it to verify coverage.

Speaker speaker_1: Yeah.

Speaker speaker_0: I did go ahead and I'll send your information down on our log list for all of the members that have called in and their specific reason for calls being affected by this. So you are already on the list. As soon as this gets fixed and I have access to that policy number and benefit card, I'll give you a call back. But if you have any appointments before then, just have your doctor call us directly and we'll verify your active coverage over the phone with them.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Of course. Thank you for your patience. Was there anything else we can assist you with today?

Speaker speaker_1: No, that's it. I appreciate you. Thank you.

Speaker speaker_0: Of course. It will be a pleasure. I hope you have a wonderful rest of your day today.

Speaker speaker_1: You also. Bye-bye.