# Transcript: Franchesca Baez-4523981500628992-5498529108770816

## Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Medibank Aetna. My name is Francesca, how can I assist you today? Uh, yes, this is Melanie with Dr. Baucom and Dr. Mina's office and I was just needing to get benefits for a patient. I apologize ma'am, do you mean to enroll into the benefits or to verify coverage? I'm sorry. Just to verify coverage. Okay. You say you're with the office of doctor and... Dr. Mina? Uh, Mark Baucom. Mm-hmm, B-a-u-c-o-m, and Mina, M-i-n-a. Do you have the first and last name of that patient? Mm-hmm. Tamara, T-a-m-a-r-a McDaniel, M-c-d-a-n-i-e-l. You said T-a-m-a-r-a? Correct. Last name, M-c-d-a-n-i-e-l? Yes. Is she a dependent on someone's policy because I'm not populating anything in my system other than that first and last name. I'm not sure. We haven't seen her yet but she did give me a number that she has. Okay. So we're only an account administrator, we're not the carriers. The only way that I can verify coverage is by locating an account and her first and last name is not populating anything. Okay. Um, so then I guess I will call her and let her know. So I need to get the policy holder's information? Yes, if she's a dependent then yes, we'll have to look it up by the policy holder's information. Okay. All right. Thank you. Of course. And then we're open 8:00 AM to 8:00 PM Eastern Time, Monday through Friday. Okay. Thank you. Of course, thank you. Have a wonderful rest of your day. You too. Thank you.

## Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Medibank Aetna. My name is Francesca, how can I assist you today?

Speaker speaker_2: Uh, yes, this is Melanie with Dr. Baucom and Dr. Mina's office and I was just needing to get benefits for a patient.

Speaker speaker_1: I apologize ma'am, do you mean to enroll into the benefits or to verify coverage? I'm sorry.

Speaker speaker_2: Just to verify coverage.

Speaker speaker_1: Okay. You say you're with the office of doctor and... Dr. Mina?

Speaker speaker_2: Uh, Mark Baucom. Mm-hmm, B-a-u-c-o-m, and Mina, M-i-n-a.

Speaker speaker_1: Do you have the first and last name of that patient?

Speaker speaker_2: Mm-hmm. Tamara, T-a-m-a-r-a McDaniel, M-c-d-a-n-i-e-l.

Speaker speaker_1: You said T-a-m-a-r-a?

Speaker speaker_2: Correct.

Speaker speaker_1: Last name, M-c-d-a-n-i-e-l?

Speaker speaker_2: Yes.

Speaker speaker_1: Is she a dependent on someone's policy because I'm not populating anything in my system other than that first and last name.

Speaker speaker_2: I'm not sure. We haven't seen her yet but she did give me a number that she has.

Speaker speaker_1: Okay. So we're only an account administrator, we're not the carriers. The only way that I can verify coverage is by locating an account and her first and last name is not populating anything.

Speaker speaker_2: Okay. Um, so then I guess I will call her and let her know. So I need to get the policy holder's information?

Speaker speaker_1: Yes, if she's a dependent then yes, we'll have to look it up by the policy holder's information.

Speaker speaker_2: Okay. All right. Thank you.

Speaker speaker_1: Of course. And then we're open 8:00 AM to 8:00 PM Eastern Time, Monday through Friday.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: Of course, thank you. Have a wonderful rest of your day.

Speaker speaker_2: You too. Thank you.