

Transcript: Francesca

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Full Transcript

Thank you for calling Medical Inc., my name is Francesca, how can I assist you today? Hi, this is Suzie calling from Breg Incorporated. I need to check on a member's medical eligibility and benefits. Could you please help me with that? Sure thing, ma'am. I can try to see if we can assist you. What is the first and last name of the patient, Miss Suzie? One moment, please. Yeah, thank you, uh, for that. Uh, one, uh, just a moment. What was your, what w- were you asking? You advised me that you're looking for eligibility on a patient, so I'm asking the first and last name- Yeah. ... of that patient. Yeah, sure. The member's first name is Allie, spelled as A-L-L-I-E, Allie. Last name is E-R-C. And for the member, his, uh, date of birth is September 6th, 2012. And what is the provider's office you're calling with, one more time? It's Breg, spelled as B-R-E-G I-N-C, Incorporated. Breg Incorporated? Yes. And you said the last name is E-R-C? E-R-C. E as in Paul. Oh, E as in echo, R as in run, and I as in Paul? E as in Paul, yeah. I'm not showing any member with that first and last name in our system. Uh, so the first name, could you please spell that to crosscheck? Do you have A as in alpha, L as in lima, L as in lima, I as in India, E as in echo? Yes, ma'am. Last name is E as in echo, R as in Romeo, P as in Peter, right? Yes, ma'am. Okay. I do have a subscriber name right here. Can I provide you that to be able to check with that subscriber's name? Um, it says, "Miss Allie, you have depending on this person's policy." Yes. Okay. Go ahead. For the subscriber, the last name is the same, E-R-C, but, uh, the first name is Amanda. It's A-M-A-N-D-A, Amanda. Let's see. And you have Miss Amanda's date of birth? Yes, it's on November 6th, 1993. And this is for medical, dental or vision? Medical. Okay. I just need- She's currently active... I'm sorry? Yeah. I just need to know about Allie's policy. Is Allie under the, uh, is on the plan under Amanda? Yes, ma'am. She is currently under the plan under Miss Amanda and she's showing currently active as well. Okay. May I have the effective date? The effective date of the policy is December 2nd, 2024. Thank you so much. Is there any group number? Uh, no, ma'am. We're only an account administrator. If you need group number as well as claim information for submission, you'll have to speak with the carrier, American Public Life. Okay. What type of plan is this? It is a PPO. PPO, okay. And the member ID, is that correct? Uh, D as in delta, 44504814. We don't have acce- We don't have access to that, Miss Suzie. Oh. We're not the carrier. We're only an account administrator. You'll have to speak with the carrier for any policy information. The only thing that we can verify for you is whether or not payment has been received to keep the policy active. Okay. Could you please transfer me to the carrier line? Yes, ma'am. Do you need me to provide you their phone number? Yeah, I do need the number, yes. Let me know when you're ready. I'm ready. It will be 800- Mm-hmm. ... 256- Okay. ... 8606. Thank you so much. My pleasure. And give me one second, I'll go ahead and get you over to them. Okay? Thank you. Yeah. My pleasure.

Conversation Format

Speaker speaker_0: Thank you for calling Medical Inc., my name is Francesca, how can I assist you today?

Speaker speaker_1: Hi, this is Suzie calling from Breg Incorporated. I need to check on a member's medical eligibility and benefits. Could you please help me with that?

Speaker speaker_0: Sure thing, ma'am. I can try to see if we can assist you. What is the first and last name of the patient, Miss Suzie?

Speaker speaker_1: One moment, please. Yeah, thank you, uh, for that. Uh, one, uh, just a moment. What was your, what w- were you asking?

Speaker speaker_0: You advised me that you're looking for eligibility on a patient, so I'm asking the first and last name-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... of that patient.

Speaker speaker_1: Yeah, sure. The member's first name is Allie, spelled as A-L-L-I-E, Allie. Last name is E-R-C. And for the member, his, uh, date of birth is September 6th, 2012.

Speaker speaker_0: And what is the provider's office you're calling with, one more time?

Speaker speaker_1: It's Breg, spelled as B-R-E-G I-N-C, Incorporated.

Speaker speaker_0: Breg Incorporated?

Speaker speaker_1: Yes.

Speaker speaker_0: And you said the last name is E-R-C?

Speaker speaker_1: E-R-C. E as in Paul.

Speaker speaker_0: Oh, E as in echo, R as in run, and I as in Paul?

Speaker speaker_1: E as in Paul, yeah.

Speaker speaker_0: I'm not showing any member with that first and last name in our system.

Speaker speaker_1: Uh, so the first name, could you please spell that to crosscheck? Do you have A as in alpha, L as in lima, L as in lima, I as in India, E as in echo?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Last name is E as in echo, R as in Romeo, P as in Peter, right?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. I do have a subscriber name right here. Can I provide you that to be able to check with that subscriber's name?

Speaker speaker_0: Um, it says, "Miss Allie, you have depending on this person's policy."

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Go ahead.

Speaker speaker_1: For the subscriber, the last name is the same, E-R-C, but, uh, the first name is Amanda. It's A-M-A-N-D-A, Amanda.

Speaker speaker_0: Let's see. And you have Miss Amanda's date of birth?

Speaker speaker_1: Yes, it's on November 6th, 1993.

Speaker speaker_0: And this is for medical, dental or vision?

Speaker speaker_1: Medical.

Speaker speaker_0: Okay.

Speaker speaker_1: I just need-

Speaker speaker_0: She's currently active... I'm sorry?

Speaker speaker_1: Yeah. I just need to know about Allie's policy. Is Allie under the, uh, is on the plan under Amanda?

Speaker speaker_0: Yes, ma'am. She is currently under the plan under Miss Amanda and she's showing currently active as well.

Speaker speaker_1: Okay. May I have the effective date?

Speaker speaker_0: The effective date of the policy is December 2nd, 2024.

Speaker speaker_1: Thank you so much. Is there any group number?

Speaker speaker_0: Uh, no, ma'am. We're only an account administrator. If you need group number as well as claim information for submission, you'll have to speak with the carrier, American Public Life.

Speaker speaker_1: Okay. What type of plan is this?

Speaker speaker_0: It is a PPO.

Speaker speaker_1: PPO, okay. And the member ID, is that correct? Uh, D as in delta, 44504814.

Speaker speaker_0: We don't have acce- We don't have access to that, Miss Suzie.

Speaker speaker_1: Oh.

Speaker speaker_0: We're not the carrier. We're only an account administrator. You'll have to speak with the carrier for any policy information. The only thing that we can verify for you is whether or not payment has been received to keep the policy active.

Speaker speaker_1: Okay. Could you please transfer me to the carrier line?

Speaker speaker_0: Yes, ma'am. Do you need me to provide you their phone number?

Speaker speaker_1: Yeah, I do need the number, yes.

Speaker speaker_0: Let me know when you're ready.

Speaker speaker_1: I'm ready.

Speaker speaker_0: It will be 800-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 256-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 8606.

Speaker speaker_1: Thank you so much.

Speaker speaker_0: My pleasure. And give me one second, I'll go ahead and get you over to them. Okay?

Speaker speaker_1: Thank you. Yeah.

Speaker speaker_0: My pleasure.