

Transcript: Franchesca

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Full Transcript

Thank you for calling Benefits in Accra. My name is Francesca. How can I assist you today? Hello. How you doing? Um, I'm calling from a doctor's office. His name is Dr. Badea and we have a mutual patient and I was just calling to see if I can verify their insurance. Okay. Then what is your first name? My name's LaTanya. Miss LaTanya, what did you say the doctor's provider office was? Doctor... Dr. Badea. That's B-A-D-E-A. All right. And what is that first and last name of your patient? Um, the first name is Takkiyah, which is T-A-K-I-Y-A-H, and last name is Phillips. Let's see. What is the date of birth? Her date of birth is 5/25/2000. Great. Was this for medical, dental or vision? Um, this is for medical. Okay. So she is currently active on a medical preventative only plan that has a network requirement. Okay. Um, let me see. So she is active. And do you have her eligibility, the eligibility date? Um, yes. This policy has been effective since February 17th, 2025. '25, thank you. Um, let me see. And we were trying to make sure we... The insurance name or the group name, we have MultiPlan. I know, so actually MultiPlan is gonna be the network provider. The carrier is 90 Degree. 90 Degree. All right, thank you. And her membership, do you have her membership ID? 'Cause we have multiple members here, wasn't really sure. Bear with me one moment. All right, thank you. Of course. So her benefit card has group number down as 9435. Okay, 9435. And let me see what else I need. So her membership number that we had on file, and I don't know if this is the correct one, I have F, as in Frank, I, Alpha, 682-39-6197. I would suggest verifying that with 90 Degree, the carrier. Okay. 'Cause I'm not seeing... Excuse me. Um, 'cause I'm not seeing that number on her benefit card. Okay. All right. Yeah, 'cause that's all I was looking at 'cause I see the employee number and this one is in our system and I'm like, "Well, wait a minute." So let me try to call and see if I can verify real quick and see. 'Cause I know for a fact, her benefits are where it says employee ID number, that's actually what the policy number is for. But I'm only having one group number aside from that I'm not seeing that number that you provided me with anywhere on her benefit card. Okay. All right, thank you. And let me see, let me make sure I crossed everything off on my phone. Does she have a copay probably for, um, for doctor's office visits? To our understanding, no, 'cause her plan is preventative only. It doesn't cover hospital and then many benefits. Okay. All right, thank you. And if you don't mind, could I have your name please? Of course. It's Francesca. Okay, Francesca. Right. And can you spell that for me please? Yes, ma'am. It will be Frank, Ryan, Alpha, Nancy, Charlie, Hotel. Okay. Oh, Sam, Charlie, Anna. Sam, Anna. All right. Now, thank you so much. Of course. Was there anything else we can assist you with today? Um, I'd say really that's all for today. I'm gonna try to get in touch with 90 Degree, so I can see if I can get a correct membership ID. All right. And do you have their phone number already? Um, let me see. I have 800-833-4296. Yes, ma'am. More than likely you're gonna choose option one and from there, I will give you another set of selections and you'll be able to move from there to speak

with the carrier. Okay. Thank you so much. My pleasure. Have a great day, Miss Tanya. All right. You as well. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in Accra. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hello. How you doing? Um, I'm calling from a doctor's office. His name is Dr. Badea and we have a mutual patient and I was just calling to see if I can verify their insurance.

Speaker speaker_0: Okay. Then what is your first name?

Speaker speaker_1: My name's LaTanya.

Speaker speaker_0: Miss LaTanya, what did you say the doctor's provider office was? Doctor...

Speaker speaker_1: Dr. Badea. That's B-A-D-E-A.

Speaker speaker_0: All right. And what is that first and last name of your patient?

Speaker speaker_1: Um, the first name is Takkiyah, which is T-A-K-I-Y-A-H, and last name is Phillips.

Speaker speaker_0: Let's see. What is the date of birth?

Speaker speaker_1: Her date of birth is 5/25/2000.

Speaker speaker_0: Great. Was this for medical, dental or vision?

Speaker speaker_1: Um, this is for medical.

Speaker speaker_0: Okay. So she is currently active on a medical preventative only plan that has a network requirement.

Speaker speaker_1: Okay. Um, let me see. So she is active. And do you have her eligibility, the eligibility date?

Speaker speaker_0: Um, yes. This policy has been effective since February 17th, 2025.

Speaker speaker_1: '25, thank you. Um, let me see. And we were trying to make sure we... The insurance name or the group name, we have MultiPlan.

Speaker speaker_0: I know, so actually MultiPlan is gonna be the network provider. The carrier is 90 Degree.

Speaker speaker_1: 90 Degree. All right, thank you. And her membership, do you have her membership ID? 'Cause we have multiple members here, wasn't really sure.

Speaker speaker_0: Bear with me one moment.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: Of course. So her benefit card has group number down as 9435.

Speaker speaker_1: Okay, 9435. And let me see what else I need. So her membership number that we had on file, and I don't know if this is the correct one, I have F, as in Frank, I, Alpha, 682-39-6197.

Speaker speaker_0: I would suggest verifying that with 90 Degree, the carrier.

Speaker speaker_1: Okay.

Speaker speaker_0: 'Cause I'm not seeing... Excuse me. Um, 'cause I'm not seeing that number on her benefit card.

Speaker speaker_1: Okay. All right. Yeah, 'cause that's all I was looking at 'cause I see the employee number and this one is in our system and I'm like, "Well, wait a minute." So let me try to call and see if I can verify real quick and see.

Speaker speaker_0: 'Cause I know for a fact, her benefits are where it says employee ID number, that's actually what the policy number is for. But I'm only having one group number aside from that I'm not seeing that number that you provided me with anywhere on her benefit card.

Speaker speaker_1: Okay. All right, thank you. And let me see, let me make sure I crossed everything off on my phone. Does she have a copay probably for, um, for doctor's office visits?

Speaker speaker_0: To our understanding, no, 'cause her plan is preventative only. It doesn't cover hospital and then many benefits.

Speaker speaker_1: Okay. All right, thank you. And if you don't mind, could I have your name please?

Speaker speaker_0: Of course. It's Francesca.

Speaker speaker_1: Okay, Francesca. Right. And can you spell that for me please?

Speaker speaker_0: Yes, ma'am. It will be Frank, Ryan, Alpha, Nancy, Charlie, Hotel.

Speaker speaker_1: Okay.

Speaker speaker_0: Oh, Sam, Charlie, Anna.

Speaker speaker_1: Sam, Anna. All right. Now, thank you so much.

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

Speaker speaker_1: Um, I'd say really that's all for today. I'm gonna try to get in touch with 90 Degree, so I can see if I can get a correct membership ID.

Speaker speaker_0: All right. And do you have their phone number already?

Speaker speaker_1: Um, let me see. I have 800-833-4296.

Speaker speaker_0: Yes, ma'am. More than likely you're gonna choose option one and from there, I will give you another set of selections and you'll be able to move from there to speak with the carrier.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: My pleasure. Have a great day, Miss Tanya.

Speaker speaker_1: All right. You as well. Thank you. Bye-bye.