

Transcript: Francesca

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Full Transcript

Thank you for calling ... My name is Francesca. How can I assist you today? Okay. Hi, Francesca. My name's Colleen. I'm calling from Northwest Women's Clinic, calling to see if a member is eligible for medical coverage. Sure thing. You say you're calling with Northwest Women Clinic? That is correct. What is the first and last name for the patient? It is for Autumn Sharp. What is the date of birth? It is 10/6/75. And that's for today's visit, correct? Yeah. I'm guessing this is a medical or preventative visit 'cause she has two carriers. What does that mean? Sh- she's coming in for her annual today. Oh, okay. So she has two different carriers for medical coverage. One of them only covers preventative services, and it has a network requirement, and then the other one will cover her hospital indemnity services. I can give you both numbers and information for the carriers if you like. Yeah, I just need the one for the annual today. So we're only an account administrator. I wouldn't know what the annual would be filed on there. I'm sorry. Wait, I, I don't understand. I'm sorry. I'm lost in translation right now. So- So you're not calling an insurance company. ... I can't- We don't know. You're misunderstanding me. We don't own any of the plans. Specifically speaking, your patient has to have medical- Okay, so who do I call, who do I call- Yes. ... to figure out if the patient is eligible for medical coverage today? Yes, Miss Colleen. That's what I'm trying to explain to you, if you could please let me. Okay. Dang. She has two medical plans. Both medical plans cover different type of medical services. One of them only covers preventative medical services, and the other one cover hospital indemnity services. That's why I offered to provide you both carriers' information and phone number. Since we only administer the benefits, we're technically just customer service. We don't have information. For example, I don't know if the specific annual has to be filed under carrier A or carrier B for it to be covered. I don't know if this explanation makes it easier. I'm just looking for a phone number to see if the patient is eligible for her annual today. That's all I'm trying to do. Okay. I'll give you both of them. The first one is American Public Life, 800-256-8606. The second carrier is 90 Degree, 800-833-4296. What was your name again? My name is Francesca. Can you transfer me to your supervisor, please? Sure thing, ma'am. Bear with me one moment. Thank you. No problem. My pleasure.

Conversation Format

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

Speaker speaker_1: Okay. Hi, Francesca. My name's Colleen. I'm calling from Northwest Women's Clinic, calling to see if a member is eligible for medical coverage.

Speaker speaker_0: Sure thing. You say you're calling with Northwest Women Clinic?

Speaker speaker_1: That is correct.

Speaker speaker_0: What is the first and last name for the patient?

Speaker speaker_1: It is for Autumn Sharp.

Speaker speaker_0: What is the date of birth?

Speaker speaker_1: It is 10/6/75.

Speaker speaker_0: And that's for today's visit, correct?

Speaker speaker_1: Yeah.

Speaker speaker_0: I'm guessing this is a medical or preventative visit 'cause she has two carriers.

Speaker speaker_1: What does that mean? Sh- she's coming in for her annual today.

Speaker speaker_0: Oh, okay. So she has two different carriers for medical coverage. One of them only covers preventative services, and it has a network requirement, and then the other one will cover her hospital indemnity services. I can give you both numbers and information for the carriers if you like.

Speaker speaker_1: Yeah, I just need the one for the annual today.

Speaker speaker_0: So we're only an account administrator. I wouldn't know what the annual would be filed on there. I'm sorry.

Speaker speaker_1: Wait, I, I don't understand. I'm sorry. I'm lost in translation right now. So-

Speaker speaker_0: So you're not calling an insurance company.

Speaker speaker_1: ... I can't-

Speaker speaker_0: We don't know. You're misunderstanding me. We don't own any of the plans. Specifically speaking, your patient has to have medical-

Speaker speaker_1: Okay, so who do I call, who do I call-

Speaker speaker_0: Yes.

Speaker speaker_1: ... to figure out if the patient is eligible for medical coverage today?

Speaker speaker_0: Yes, Miss Colleen. That's what I'm trying to explain to you, if you could please let me. Okay.

Speaker speaker_1: Dang.

Speaker speaker_0: She has two medical plans. Both medical plans cover different type of medical services. One of them only covers preventative medical services, and the other one cover hospital indemnity services. That's why I offered to provide you both carriers' information and phone number. Since we only administer the benefits, we're technically just customer service. We don't have information. For example, I don't know if the specific annual has to be filed under carrier A or carrier B for it to be covered. I don't know if this explanation makes it easier.

Speaker speaker_1: I'm just looking for a phone number to see if the patient is eligible for her annual today. That's all I'm trying to do.

Speaker speaker_0: Okay. I'll give you both of them. The first one is American Public Life, 800-256-8606. The second carrier is 90 Degree, 800-833-4296.

Speaker speaker_1: What was your name again?

Speaker speaker_0: My name is Francesca.

Speaker speaker_1: Can you transfer me to your supervisor, please?

Speaker speaker_0: Sure thing, ma'am. Bear with me one moment.

Speaker speaker_1: Thank you.

Speaker speaker_0: No problem. My pleasure.