

Transcript: Francesca

Baez-4890947025846272-5291844172201984

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit 10-Acryin. My name is Francesca. How can I assist you today? Good morning, Francesca. I'm trying to confirm benefits, uh, for one of your members. Okay. May I please have your name for our records and the provider office you're calling with? Uh, it's Vicky with Dynamic Radiology, Tennessee. Dynamic Radiology, Tennessee? Yes. And what is the first and last name of that patient? It's Cassandra Yetton. It's, uh, C-A-S-S-A-N-D-R-A Y-E-T-T-O-N. Y-E-T-T-O-N? Yes. Her birthday is 12/4/'88. Is there any other last name listed in there or is she dependent on any policy? No, it says she was the subscriber. I have an ID number, if that helps you. No, but the thing is, we're just an account administrator. We don't have a system to- Oh. ... put that ID number into. Um, is there anything, like American Public Life, APL or 90 Degree on that benefit card? Um, I don't actually get a copy of the card. Mm-hmm. Oh. I was on the 90 Degree website, and I can't... or the provider where you can check eligibility. I'm just trying to figure out who to submit the claims to. Her group number is 1508. Oh, okay. And because we're radiology, we don't actually see the patient when they go to the hospital. We just get the information from the hospital. Understood. 'Cause the thing is, in my records, that last name isn't pulling any file at all. I did put it in as Y as in yellow, E as in echo, T as in Thomas, S as in Thomas, O as in Oscar, N as in Nancy. Yes. Okay. So- Thank you very much. No problem. Um, what I can recommend doing if you would like to, I can get you transferred over to the customer service line with 90 Degree. They're the actual carrier of that plan. If you like, I can get you transferred over to see if maybe they can provide you- Um- ... that policy information you need. Okay, thank you. Do you want me to give you the phone number before I transfer you? Yes, please. It is 800-833-4296, option one. Thank you. No problem. I'll go ahead and get you transferred over now. 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 Benefit 10-Acryin. My name is Francesca. How can I assist you today?

Speaker speaker_2: Good morning, Francesca. I'm trying to confirm benefits, uh, for one of your members.

Speaker speaker_1: Okay. May I please have your name for our records and the provider office you're calling with?

Speaker speaker_2: Uh, it's Vicky with Dynamic Radiology, Tennessee.

Speaker speaker_1: Dynamic Radiology, Tennessee?

Speaker speaker_2: Yes.

Speaker speaker_1: And what is the first and last name of that patient?

Speaker speaker_2: It's Cassandra Yetton. It's, uh, C-A-S-S-A-N-D-R-A Y-E-T-T-O-N.

Speaker speaker_1: Y-E-T-T-O-N?

Speaker speaker_2: Yes. Her birthday is 12/4/'88.

Speaker speaker_1: Is there any other last name listed in there or is she dependent on any policy?

Speaker speaker_2: No, it says she was the subscriber. I have an ID number, if that helps you.

Speaker speaker_1: No, but the thing is, we're just an account administrator. We don't have a system to-

Speaker speaker_2: Oh.

Speaker speaker_1: ... put that ID number into. Um, is there anything, like American Public Life, APL or 90 Degree on that benefit card?

Speaker speaker_2: Um, I don't actually get a copy of the card.

Speaker speaker_1: Mm-hmm. Oh.

Speaker speaker_2: I was on the 90 Degree website, and I can't... or the provider where you can check eligibility. I'm just trying to figure out who to submit the claims to. Her group number is 1508.

Speaker speaker_1: Oh, okay.

Speaker speaker_2: And because we're radiology, we don't actually see the patient when they go to the hospital. We just get the information from the hospital.

Speaker speaker_1: Understood. 'Cause the thing is, in my records, that last name isn't pulling any file at all. I did put it in as Y as in yellow, E as in echo, T as in Thomas, S as in Thomas, O as in Oscar, N as in Nancy.

Speaker speaker_2: Yes. Okay.

Speaker speaker_1: So-

Speaker speaker_2: Thank you very much.

Speaker speaker_1: No problem. Um, what I can recommend doing if you would like to, I can get you transferred over to the customer service line with 90 Degree. They're the actual carrier of that plan. If you like, I can get you transferred over to see if maybe they can provide you-

Speaker speaker_2: Um-

Speaker speaker_1: ... that policy information you need.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: Do you want me to give you the phone number before I transfer you?

Speaker speaker_2: Yes, please.

Speaker speaker_1: It is 800-833-4296, option one.

Speaker speaker_2: Thank you.

Speaker speaker_1: No problem. I'll go ahead and get you transferred over now.

Speaker speaker_2: Thank you.