

## **Transcript: Francesca**

**Baez-4895895561650176-4969888727646208**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Yes, ma'am. I'm calling to see if you can tell me what I need from a provider to open up, uh, an ADA claim. Are you calling in regards to a member or are you the member itself? I'm the member. Do you know what the name of your plan is? Um... Yes, it's MetLife. Um... Okay. We can actually take a look at it on the policy that you currently have. What staffing company do you work with? Okay, so I'm with Versant Health. Okay. So I need the name of the staffing company you have your benefits with. S- so you need... What do you need now? I'm sorry. Yes, ma'am. The name of your staffing company that's providing you those benefits. Hm. So it's not Versant or Versant? Let me see. I don't see them here on our list of staffing companies that we work with. Hmm. Okay. Is it Blue Cross Blue Shield FEP Vision? Is this MetLife? No, ma'am. You're calling Benefits in a Car, the administrators for the health insurance of the staffing companies. Okay. All right. Thank you. I have the wrong number. Oh, okay. Have a wonderful-

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Yes, ma'am. I'm calling to see if you can tell me what I need from a provider to open up, uh, an ADA claim.

Speaker speaker\_1: Are you calling in regards to a member or are you the member itself?

Speaker speaker\_2: I'm the member.

Speaker speaker\_1: Do you know what the name of your plan is?

Speaker speaker\_2: Um... Yes, it's MetLife. Um...

Speaker speaker\_1: Okay. We can actually take a look at it on the policy that you currently have. What staffing company do you work with?

Speaker speaker\_2: Okay, so I'm with Versant Health.

Speaker speaker\_1: Okay. So I need the name of the staffing company you have your benefits with.

Speaker speaker\_2: S- so you need... What do you need now? I'm sorry.

Speaker speaker\_1: Yes, ma'am. The name of your staffing company that's providing you those benefits.

Speaker speaker\_2: Hm. So it's not Versant or Versant?

Speaker speaker\_1: Let me see. I don't see them here on our list of staffing companies that we work with. Hmm.

Speaker speaker\_2: Okay. Is it Blue Cross Blue Shield FEP Vision? Is this MetLife?

Speaker speaker\_1: No, ma'am. You're calling Benefits in a Car, the administrators for the health insurance of the staffing companies.

Speaker speaker\_2: Okay. All right. Thank you. I have the wrong number.

Speaker speaker\_1: Oh, okay. Have a wonderful-