

Transcript: Francesca

Baez-4927569549803520-5706427349811200

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling for Benefits 10 o'clock. My name is Francesca. How can I assist you today? Hello? Yeah, hi. My name is Jimmy. Uh, hi, Francesca. And I'm- I'm calling from provider's office looking for a claim status. Which provider office are you calling in with? Yes, I'm calling from AHS Oklahoma Physician Group. I'm sorry? That's A-H-S Oklahoma Physician Group. What is the first and last name of the patient you're calling in for? Uh, Glenda Barnett. G-L-E-N-D-A? Yes, G-L-E-N-D-A and last name B-A-R-N-E-T-T. Could you verify her date of birth, please? May 23rd of 1964. And was it for medical, dental, or vision? For- for medical. And what day were the services provided on? Uh, September 30th of 2024. Uh, and charge amount is \$231 even. Okay, so she was active with American Public Life. Bear with me one moment while I transfer you over to get that claim status, okay? Okay, sure.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling for Benefits 10 o'clock. My name is Francesca. How can I assist you today? Hello?

Speaker speaker_2: Yeah, hi. My name is Jimmy. Uh, hi, Francesca. And I'm- I'm calling from provider's office looking for a claim status.

Speaker speaker_1: Which provider office are you calling in with?

Speaker speaker_2: Yes, I'm calling from AHS Oklahoma Physician Group.

Speaker speaker_1: I'm sorry?

Speaker speaker_2: That's A-H-S Oklahoma Physician Group.

Speaker speaker_1: What is the first and last name of the patient you're calling in for?

Speaker speaker_2: Uh, Glenda Barnett.

Speaker speaker_1: G-L-E-N-D-A?

Speaker speaker_2: Yes, G-L-E-N-D-A and last name B-A-R-N-E-T-T.

Speaker speaker_1: Could you verify her date of birth, please?

Speaker speaker_2: May 23rd of 1964.

Speaker speaker_1: And was it for medical, dental, or vision?

Speaker speaker_2: For- for medical.

Speaker speaker_1: And what day were the services provided on?

Speaker speaker_2: Uh, September 30th of 2024. Uh, and charge amount is \$231 even.

Speaker speaker_1: Okay, so she was active with American Public Life. Bear with me one moment while I transfer you over to get that claim status, okay?

Speaker speaker_2: Okay, sure.