

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Hi, Francesca. Um, my name is Jessica. Um, I'm calling from Piedmont Newton. Um, I was calling to see if I could get eligibility and, um, benefits on a patient for a CPT code for hospital outpatients. And I need to know if pre-authorization is required please. Sure thing. Um, Jessica, what was the provider office you're calling with, I'm sorry? I'm calling from Piedmont Newton. And what is the first and last name of the patient? Um, Ashley Gower, G-O-W-E-R. And what is the date of birth? Um, January 21, 1989. By any chance, do you have a copy of her benefit card where her employer will be listed? Um, hang on. Let me go back. Um, let me see. Uh, ID card, insurance card, um, insured employee name. Um, group, a group named ... Solution. Okay. Okay. So currently she's not active under any plan. We haven't received payment for this week's benefits. The last time she was active was yesterday, the 16th of March. Okay. So she actually did, because she's scheduled for the 20th. It could be that we just haven't received payment yet, because we usually receive payments Monday, Tuesday, Wednesdays. But as of right now at this moment, she's not showing active, we didn't receive the payment yet. Okay. Um, Jesus. Um, I don't, this is weird. I don't know how this works. So she's not active as of right now? Yes, ma'am. Okay. These are PPO limited plans that are reactivated on a weekly basis. Mm-hmm. So for this week's coverage, we haven't received payment for yet. Okay. All right. May I get a birth number before I call? It will be today's date with the initial FB. Right. Thank you so much. Of course. Have a great day. You too. Bye now.

Conversation Format

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

Speaker speaker_1: Hi, Francesca. Um, my name is Jessica. Um, I'm calling from Piedmont Newton. Um, I was calling to see if I could get eligibility and, um, benefits on a patient for a CPT code for hospital outpatients. And I need to know if pre-authorization is required please.

Speaker speaker_0: Sure thing. Um, Jessica, what was the provider office you're calling with, I'm sorry?

Speaker speaker_1: I'm calling from Piedmont Newton.

Speaker speaker_0: And what is the first and last name of the patient?

Speaker speaker_1: Um, Ashley Gower, G-O-W-E-R.

Speaker speaker_0: And what is the date of birth?

Speaker speaker_1: Um, January 21, 1989.

Speaker speaker_0: By any chance, do you have a copy of her benefit card where her employer will be listed?

Speaker speaker_1: Um, hang on. Let me go back. Um, let me see. Uh, ID card, insurance card, um, insured employee name. Um, group, a group named ... Solution.

Speaker speaker_0: Okay. Okay. So currently she's not active under any plan. We haven't received payment for this week's benefits. The last time she was active was yesterday, the 16th of March.

Speaker speaker_1: Okay. So she actually did, because she's scheduled for the 20th.

Speaker speaker_0: It could be that we just haven't received payment yet, because we usually receive payments Monday, Tuesday, Wednesdays. But as of right now at this moment, she's not showing active, we didn't receive the payment yet.

Speaker speaker_1: Okay. Um, Jesus. Um, I don't, this is weird. I don't know how this works. So she's not active as of right now?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay.

Speaker speaker_0: These are PPO limited plans that are reactivated on a weekly basis.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So for this week's coverage, we haven't received payment for yet.

Speaker speaker_1: Okay. All right. May I get a birth number before I call?

Speaker speaker_0: It will be today's date with the initial FB.

Speaker speaker_1: Right. Thank you so much.

Speaker speaker_0: Of course. Have a great day.

Speaker speaker_1: You too. Bye now.