

Transcript: Francesca

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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? Hi, good morning. My name is Jay. I'm calling from Jimmy Stewart Medical Center and I was trying to get some information about a claimant. Can you say you're calling with Jimmy Stewart Medical Clinic? Jimmy Stewart, the hospital. What is the first and last name of that patient? It is Lindsay and the last name is Jackson. What is the date of birth? It is, um, July 22nd, 1965. July 22nd? Yes. 95? No, '65. Is she a dependent in anyone's policy or is she a policyholder? Um, I think she's the policyholder. Okay. And I can spell her first name. It's L like lima, E like everyday, N like Nancy, Z like zebra and Y like yo-yo. One more time, I'm sorry. L-D- Yes. N like Nancy, Z like zebra and Y like yo-yo. There we go. What date was that service provided and was it dental, medical or vision? Excuse me. Um, it was medical and it was... Um, the service was July the 11th of this year. And the total bill was \$15,729.64. Yes. So during July 11th, 2024 she didn't have any active coverage. Okay. No active coverage. Okay. All right. Well, thank you for that. Um, is there a way you could, um... You know what? I do have the ELB. The ELB, it just state that, um... Let me see what this one says. It doesn't have anything. Okay, it doesn't have no denial. Okay. We do have a ELB on file though, but okay, so she wasn't active on that date of service. All right, thank you so much for that. Other than that can I, um, get a call reference number and also your name? My name is Francesca. Okay. Call reference will be FB-Mm-hmm. ... 1110- Mm-hmm. ... 2024. 2024, okay. And also one more thing before I let you go. Um, so basically her, um, insurance term's June 30th. Is that correct? Uh, no. The last time she had coverage was on August 11th. So the thing is, she didn't have... She hadn't paid her benefits at that time, there was no active insurance. Oh, okay. So she didn't have none for July but in August she reinstated it? Yes, ma'am and then she was only active for one week and after that the policy canceled itself as of September 15th. Um, but technically speaking, the last day she had benefits was the 11th, so August 12th could also be written down. Okay. All right. Yes, ma'am. 'Cause that was the last time she had active benefits with us. Okay. All right, gotcha. Okay. Well, thank you so much for that and you have a great rest of your day. Thank you. You too. Have a good one. Thanks. Bye.

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: Hi, good morning. My name is Jay. I'm calling from Jimmy Stewart Medical Center and I was trying to get some information about a claimant.

Speaker speaker_1: Can you say you're calling with Jimmy Stewart Medical Clinic?

Speaker speaker_2: Jimmy Stewart, the hospital.

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

Speaker speaker_2: It is Lindsay and the last name is Jackson.

Speaker speaker_1: What is the date of birth?

Speaker speaker_2: It is, um, July 22nd, 1965.

Speaker speaker_1: July 22nd?

Speaker speaker_2: Yes.

Speaker speaker_1: 95?

Speaker speaker_2: No, '65.

Speaker speaker_1: Is she a dependent in anyone's policy or is she a policyholder?

Speaker speaker_2: Um, I think she's the policyholder.

Speaker speaker_1: Okay.

Speaker speaker_2: And I can spell her first name. It's L like lima, E like everyday, N like Nancy, Z like zebra and Y like yo-yo.

Speaker speaker_1: One more time, I'm sorry. L-D-

Speaker speaker_2: Yes. N like Nancy, Z like zebra and Y like yo-yo.

Speaker speaker_1: There we go. What date was that service provided and was it dental, medical or vision?

Speaker speaker_2: Excuse me. Um, it was medical and it was... Um, the service was July the 11th of this year. And the total bill was \$15,729.64. Yes.

Speaker speaker_1: So during July 11th, 2024 she didn't have any active coverage.

Speaker speaker_2: Okay. No active coverage. Okay. All right. Well, thank you for that. Um, is there a way you could, um... You know what? I do have the ELB. The ELB, it just state that, um... Let me see what this one says. It doesn't have anything. Okay, it doesn't have no denial. Okay. We do have a ELB on file though, but okay, so she wasn't active on that date of service. All right, thank you so much for that. Other than that can I, um, get a call reference number and also your name?

Speaker speaker_1: My name is Francesca.

Speaker speaker_2: Okay.

Speaker speaker_1: Call reference will be FB-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 1110-

Speaker speaker_3: Mm-hmm.

Speaker speaker_1: ... 2024.

Speaker speaker_2: 2024, okay. And also one more thing before I let you go. Um, so basically her, um, insurance term's June 30th. Is that correct?

Speaker speaker_1: Uh, no. The last time she had coverage was on August 11th. So the thing is, she didn't have... She hadn't paid her benefits at that time, there was no active insurance.

Speaker speaker_2: Oh, okay. So she didn't have none for July but in August she reinstated it?

Speaker speaker_1: Yes, ma'am and then she was only active for one week and after that the policy canceled itself as of September 15th. Um, but technically speaking, the last day she had benefits was the 11th, so August 12th could also be written down.

Speaker speaker_2: Okay. All right.

Speaker speaker_1: Yes, ma'am. 'Cause that was the last time she had active benefits with us.

Speaker speaker_2: Okay. All right, gotcha. Okay. Well, thank you so much for that and you have a great rest of your day.

Speaker speaker_1: Thank you. You too. Have a good one.

Speaker speaker_2: Thanks. Bye.