

Transcript: Franchesca

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Full Transcript

Thank you for calling Benefits 000, my name is Francesca. How can I assist you today? Hi. This is Susan calling from service office to check on the claim status. What provider office are you calling with? You asked facility name, right? I'm sorry? You asked facility name? Yes, ma'am. The provider office that you're calling with. Yes. It's... It is for this medical group. What was the first, um, the word before medical group, I'm sorry? You asked members name, right? No, ma'am. I asked the office that you're calling with. You said something medical group. It's the Southeast Medical Group. Southeast? Yes. What is the patient's first and last name? Yes. The patient's first name is Rufus and the last name is Watkins. Bear with me one moment. Mm-hmm. Can you spell the first name? Could you please repeat one more time? Yes, ma'am. Can you please spell the first name? Yes. That is R as in Romeo, U as in uniform, F as in foxtrot, U as in uniform, S as in sierra. And Watkins is W-A-L-K-I-N-S? W-A-T-K-I-N-S. What is the date of birth? Yes. The date of birth is 4/29/1960. Was medical dental revision. It's a medical. And what was the date of service? Yes. The date of service is 6/25/2024. Okay. So the carrier for the plan that he was active on that day was American Public Life. I can give you the phone number before I get you transferred over to have that claim status. Mm-hmm. Can I get the phone number, please? 800- Mm-hmm. ... 256- Mm-hmm. ... 8606. Thank you so much. Could you please transfer the call to that department? Of course. One moment.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 000, my name is Francesca. How can I assist you today?

Speaker speaker_1: Hi. This is Susan calling from service office to check on the claim status.

Speaker speaker_0: What provider office are you calling with?

Speaker speaker_1: You asked facility name, right?

Speaker speaker_0: I'm sorry?

Speaker speaker_1: You asked facility name?

Speaker speaker_0: Yes, ma'am. The provider office that you're calling with.

Speaker speaker_1: Yes. It's... It is for this medical group.

Speaker speaker_0: What was the first, um, the word before medical group, I'm sorry?

Speaker speaker_1: You asked members name, right?

Speaker speaker_0: No, ma'am. I asked the office that you're calling with. You said something medical group.

Speaker speaker_1: It's the Southeast Medical Group.

Speaker speaker_0: Southeast?

Speaker speaker_1: Yes.

Speaker speaker_0: What is the patient's first and last name?

Speaker speaker_1: Yes. The patient's first name is Rufus and the last name is Watkins.

Speaker speaker_0: Bear with me one moment.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Can you spell the first name?

Speaker speaker_1: Could you please repeat one more time?

Speaker speaker_0: Yes, ma'am. Can you please spell the first name?

Speaker speaker_1: Yes. That is R as in Romeo, U as in uniform, F as in foxtrot, U as in uniform, S as in sierra.

Speaker speaker_0: And Watkins is W-A-L-K-I-N-S?

Speaker speaker_1: W-A-T-K-I-N-S.

Speaker speaker_0: What is the date of birth?

Speaker speaker_1: Yes. The date of birth is 4/29/1960. Was medical dental revision. It's a medical.

Speaker speaker_0: And what was the date of service?

Speaker speaker_1: Yes. The date of service is 6/25/2024.

Speaker speaker_0: Okay. So the carrier for the plan that he was active on that day was American Public Life. I can give you the phone number before I get you transferred over to have that claim status.

Speaker speaker_1: Mm-hmm. Can I get the phone number, please?

Speaker speaker_0: 800-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 256-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 8606.

Speaker speaker_1: Thank you so much. Could you please transfer the call to that department?

Speaker speaker_0: Of course. One moment.