

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling- H- ... Benefits in a Card. This is Chris. How can I help you? Hey, Chris. It's Francesca. Hey. F- what's up, Francesca? I have a nurse from my provider's office wanting to speak with a supervisor because I kept trying to explain to her the two medical plans that the member has, and after giving both phone numbers, she asked for a manager. Okay. Yep. Simply because I explained to her that I'm not sure under which of the carrier she needs to file the services for today, she got flustered, interrupted me. I advised her, "If you could please let me finish in explaining to you both carriers." And then after giving the phone numbers, she asked for a manager. All right then. That's... okay. But, I'll be back. Okay. Yes. My friend. Okay. Give me one moment. Bang. I heard you. Yep. Do you want the ID from the member that she called on for before that? Yeah. Yeah. Let me get that. Let me know when you're ready. Go ahead. 397-1538. Autumn Sharper Creative Circle? Yep. And did you get the nurse's name? Yep. Colleen with Northwest Women's Clinical. I'll send it to you through Teams that way you don't have to write it out. I already got it. All right. All right. Go ahead and send Ms. Colleen over. Here she comes.

Conversation Format

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

Speaker speaker_1: Thank you for calling-

Speaker speaker_2: H-

Speaker speaker_1: ... Benefits in a Card. This is Chris. How can I help you?

Speaker speaker_2: Hey, Chris. It's Francesca.

Speaker speaker_1: Hey. F- what's up, Francesca?

Speaker speaker_2: I have a nurse from my provider's office wanting to speak with a supervisor because I kept trying to explain to her the two medical plans that the member has, and after giving both phone numbers, she asked for a manager.

Speaker speaker_1: Okay.

Speaker speaker_2: Yep. Simply because I explained to her that I'm not sure under which of the carrier she needs to file the services for today, she got flustered, interrupted me. I advised

her, "If you could please let me finish in explaining to you both carriers." And then after giving the phone numbers, she asked for a manager.

Speaker speaker_1: All right then. That's... okay. But, I'll be back.

Speaker speaker_2: Okay. Yes. My friend.

Speaker speaker_1: Okay.

Speaker speaker_2: Give me one moment.

Speaker speaker_1: Bang.

Speaker speaker_2: I heard you. Yep. Do you want the ID from the member that she called on for before that?

Speaker speaker_1: Yeah. Yeah. Let me get that.

Speaker speaker_2: Let me know when you're ready.

Speaker speaker_1: Go ahead.

Speaker speaker_2: 397-1538.

Speaker speaker_1: Autumn Sharper Creative Circle?

Speaker speaker_2: Yep.

Speaker speaker_1: And did you get the nurse's name?

Speaker speaker_2: Yep. Colleen with Northwest Women's Clinical. I'll send it to you through Teams that way you don't have to write it out.

Speaker speaker_1: I already got it.

Speaker speaker_2: All right. All right.

Speaker speaker_1: Go ahead and send Ms. Colleen over.

Speaker speaker_2: Here she comes.