

## **Transcript: Franchesca**

**Baez-5353524528594944-5714378218455040**

### **Full Transcript**

Thank you for calling Benefits 10 o' Clock. Thank you for calling- AI is taking notes. ...  
Franchesca. Oh, hello? Yes, ma'am? Yes, ma'am. Oh, I'm sorry. This is Kendall calling from Knox Community Hospital. I am needing to check the status of a claim, please. Sure thing. Um, what did you say your name was? I'm sorry. My name is Kendall. And what is yours?  
Franchesca. All right. What is the first and last name of your patient? So the last name is Crowe, C-R-O-W-E. First name is Paul, P-A-U-L. And what is his date of birth? It is February 7th, 1969. There he is. And was this for dental, medical? Medical. And what day was that provided on? Uh, it was May 2nd of 2024. May 2nd, 2024. Let's see. So during that time, he was active with the carrier American Public Life. I can give you their phone number if you like. Okay. Let me know when you're ready. Yep, I'm ready. It is 800-256-8606. All right. I will give them a call. All right. I hope you have a wonderful rest of your day, and thank you for your time today. You as well. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits 10 o' Clock. Thank you for calling-

Speaker speaker\_1: AI is taking notes.

Speaker speaker\_0: ... Franchesca.

Speaker speaker\_2: Oh, hello?

Speaker speaker\_0: Yes, ma'am? Yes, ma'am.

Speaker speaker\_2: Oh, I'm sorry. This is Kendall calling from Knox Community Hospital. I am needing to check the status of a claim, please.

Speaker speaker\_0: Sure thing. Um, what did you say your name was? I'm sorry.

Speaker speaker\_2: My name is Kendall. And what is yours?

Speaker speaker\_0: Franchesca. All right. What is the first and last name of your patient?

Speaker speaker\_2: So the last name is Crowe, C-R-O-W-E. First name is Paul, P-A-U-L.

Speaker speaker\_0: And what is his date of birth?

Speaker speaker\_2: It is February 7th, 1969.

Speaker speaker\_0: There he is. And was this for dental, medical?

Speaker speaker\_2: Medical.

Speaker speaker\_0: And what day was that provided on?

Speaker speaker\_2: Uh, it was May 2nd of 2024.

Speaker speaker\_0: May 2nd, 2024. Let's see. So during that time, he was active with the carrier American Public Life. I can give you their phone number if you like.

Speaker speaker\_2: Okay.

Speaker speaker\_0: Let me know when you're ready.

Speaker speaker\_2: Yep, I'm ready.

Speaker speaker\_0: It is 800-256-8606.

Speaker speaker\_2: All right. I will give them a call.

Speaker speaker\_0: All right. I hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker\_2: You as well. Bye-bye.