

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Requirement. I'm Francesca. How can I assist you today? Hi, this is Roy calling from Providence office. I need, uh, member eligibility. Okay. And you said your name was Lloyd? Roy. R-O-Y, Roy. And what provider's- And last name- ... you're calling with? AFC Urgent Care Bond Secures. I'm sorry? AFC Urgent Care Bond Secures. A-S-A Bond Secure? No, no, A-F-C. A-F-C Urgent Care Bond Secures. Okay. So I understand, Urgent Care Bond Secures. Can you please spell out- Yes. ... the initials? Huh? I'm not understanding them. I'm sorry, the line is muffled. Yes, you got it. You got it, the group name. A-F-C Urgent Care Bond Secures. Okay. I'm asking A, S- Oh, do you- ... as in Charlie, C as in... No, ma'am. No, ma'am. It's a, it means American Family Care. A as in American, F as in Family, C as in Care. American Family Care Bond Secures. You got it? What is the first and last name of the patient? Sure, ma'am. Thank you. The patient first name, John. Last name is Corvajel. Corvajel. And date of birth, December 27, 1982. You got it? Can you spell out the last name, please? C as in Charlie, A as in Alpha, R as in Romeo, V as in Victor, A as in Alpha, J as in Juliet, E as in Alpha, L as in Lima. You got it? Okay. And is this a medical, dental or vision claim? Medical. And what day was the services provided? Huh? Sorry. Yes, sir. What day was the services provided? You're asking date of service? Yes, sir. I need the patient eligibility, ma'am. Okay. So you're calling to see if he's active on benefits? When was policies active? Okay. So Mr. Roy, I'm trying to verify what information you're needing so that I can assist you with it. Do you need to know whether or not he's currently active or just when his pol-policy began? What you needed, ma'am? You need date of service? So Mr. Roy, I apologize for your frustration. I'm trying to provide you the actual information you need. I just need clarification if you need me to provide you the date that the policy started being effective or if you just need to know whether or not he's currently active. But, uh, I need the effective. When was effective for this policy? Okay. So you need to know when it was activated? It was activated on August 26th, 2024. Okay, thank you. Can you provide the patient plan type, ma'am? No, sir. You'll have to speak with the carrier. We're only an account adminis... I do have to say, however- Sorry? ... I do not believe his visit will... We're not the carrier, sir. We're not the insurance company. To get plan details, you need to speak with the carrier. I do want to advise you, that member has a medical preventative plan. I highly doubt that anything in your urgent care will be covered 'cause it also requires network. So you are secondary or primary? We're not, sir. We're not an insurance company. We're an account administrator. Thank... How it will be claim submitted? Excuse me? How it will be claim submitted? What do you mean by that in regards to the claim? Sorry. I need a claim mailing address, ma'am. What do you mean claim submitted? I'm just gonna go ahead and get you transferred over to the carrier 'cause if that's the information that you need is coverage specific, so you need to speak with them, sir. We're not the

insurance. It's okay. Can you provide the reference number? You bet. F as in friend, B as in boy, 12/11/2024. F, friend, B as in boy. Okay. Your name is Francesca, right? Excuse me? What's your name? Can you spell that? Once again, my name is Francesca. Thank you, Francesca. Have a nice day. Take care. Bye. No problem. I hope you have a wonderful rest of your day.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits Requirement. I'm Francesca. How can I assist you today?

Speaker speaker_2: Hi, this is Roy calling from Providence office. I need, uh, member eligibility.

Speaker speaker_1: Okay. And you said your name was Lloyd?

Speaker speaker_2: Roy. R-O-Y, Roy.

Speaker speaker_1: And what provider's-

Speaker speaker_2: And last name-

Speaker speaker_1: ... you're calling with?

Speaker speaker_2: AFC Urgent Care Bond Secures.

Speaker speaker_1: I'm sorry?

Speaker speaker_2: AFC Urgent Care Bond Secures.

Speaker speaker_1: A-S-A Bond Secure?

Speaker speaker_2: No, no, A-F-C. A-F-C Urgent Care Bond Secures.

Speaker speaker_1: Okay. So I understand, Urgent Care Bond Secures. Can you please spell out-

Speaker speaker_2: Yes.

Speaker speaker_1: ... the initials?

Speaker speaker_2: Huh?

Speaker speaker_1: I'm not understanding them. I'm sorry, the line is muffled.

Speaker speaker_2: Yes, you got it. You got it, the group name. A-F-C Urgent Care Bond Secures.

Speaker speaker_1: Okay. I'm asking A, S-

Speaker speaker_2: Oh, do you-

Speaker speaker_1: ... as in Charlie, C as in...

Speaker speaker_2: No, ma'am. No, ma'am. It's a, it means American Family Care. A as in American, F as in Family, C as in Care. American Family Care Bond Secures. You got it?

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

Speaker speaker_2: Sure, ma'am. Thank you. The patient first name, John. Last name is Corvajel. Corvajel. And date of birth, December 27, 1982. You got it?

Speaker speaker_1: Can you spell out the last name, please?

Speaker speaker_2: C as in Charlie, A as in Alpha, R as in Romeo, V as in Victor, A as in Alpha, J as in Juliet, E as in Alpha, L as in Lima. You got it?

Speaker speaker_1: Okay. And is this a medical, dental or vision claim?

Speaker speaker_2: Medical.

Speaker speaker_1: And what day was the services provided?

Speaker speaker_2: Huh? Sorry.

Speaker speaker_1: Yes, sir. What day was the services provided?

Speaker speaker_2: You're asking date of service?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: I need the patient eligibility, ma'am.

Speaker speaker_1: Okay. So you're calling to see if he's active on benefits?

Speaker speaker_2: When was policies active?

Speaker speaker_1: Okay. So Mr. Roy, I'm trying to verify what information you're needing so that I can assist you with it. Do you need to know whether or not he's currently active or just when his pol-policy began?

Speaker speaker_2: What you needed, ma'am? You need date of service?

Speaker speaker_1: So Mr. Roy, I apologize for your frustration. I'm trying to provide you the actual information you need. I just need clarification if you need me to provide you the date that the policy started being effective or if you just need to know whether or not he's currently active.

Speaker speaker_2: But, uh, I need the effective. When was effective for this policy?

Speaker speaker_1: Okay. So you need to know when it was activated? It was activated on August 26th, 2024.

Speaker speaker_2: Okay, thank you. Can you provide the patient plan type, ma'am?

Speaker speaker_1: No, sir. You'll have to speak with the carrier. We're only an account adminis... I do have to say, however-

Speaker speaker_2: Sorry?

Speaker speaker_1: ... I do not believe his visit will... We're not the carrier, sir. We're not the insurance company. To get plan details, you need to speak with the carrier. I do want to advise you, that member has a medical preventative plan. I highly doubt that anything in your urgent care will be covered 'cause it also requires network.

Speaker speaker_2: So you are secondary or primary?

Speaker speaker_1: We're not, sir. We're not an insurance company. We're an account administrator.

Speaker speaker_2: Thank... How it will be claim submitted?

Speaker speaker_1: Excuse me?

Speaker speaker_2: How it will be claim submitted?

Speaker speaker_1: What do you mean by that in regards to the claim? Sorry.

Speaker speaker_2: I need a claim mailing address, ma'am. What do you mean claim submitted?

Speaker speaker_1: I'm just gonna go ahead and get you transferred over to the carrier 'cause if that's the information that you need is coverage specific, so you need to speak with them, sir. We're not the insurance.

Speaker speaker_2: It's okay. Can you provide the reference number?

Speaker speaker_1: You bet. F as in friend, B as in boy, 12/11/2024.

Speaker speaker_2: F, friend, B as in boy. Okay. Your name is Francesca, right?

Speaker speaker_1: Excuse me?

Speaker speaker_2: What's your name? Can you spell that?

Speaker speaker_1: Once again, my name is Francesca.

Speaker speaker_2: Thank you, Francesca. Have a nice day. Take care. Bye.

Speaker speaker_1: No problem. I hope you have a wonderful rest of your day.