

Transcript: Francesca

Baez-5544537644384256-6656131350708224

Full Transcript

Thank you for calling Benefits in a Crown, my name is Francesca. How can I assist you today? Hi, this is Ryan calling from doctor's office. I'm looking for claims. What provider office are you calling with? Texas Tech University Health Science Center. I'm sorry, Texas... Tex, T as in tango, E-C-H, University Health Science Center. And what is the first and last name of the patient? Yes, the patient first name, L is a lima, O is an oscar, R is a robert, E is an echo, N is a nancy, Z is a zulu, O is an oscar. And the last name N is a november, A is an alpha, J is an jack, E is an echo, R is a robert, A is an alpha, E is an echo, S is an sierra, C is an charlie, A is an alpha, J is an jack, E is an echo, D is an david, A is an alpha. I'm so sorry, Ryan. And the first- Can you read that last name one more time? Yes, the first and last name N as in nancy, A is an alpha, J is an jack, E is an echo, R is a robert, A is an alpha, E is an echo, S as in sierra, C as in charlie, E is an alpha, J as in jack, E is an echo, D as in delta, A is an alpha. Ooh, that is a long last name. Okay, give me one moment. Uh-huh. Is it all together, that last name? There's no space in it, right? Uh, yes, there is no space. Does your claim information have American Public Life, 90 Degree or MetLife on it? Um, sorry, can you repeat one more time? Yes, Ryan, does the document for the claim have any of the following three companies: American Public Life, 90 Degree- Um- ... or MetLife? No, it's a SNS Healthcare Strategies. Okay. 'Cause unfortunately I don't have anyone in my system with that last name, and we're not the carriers, we're just an account administrator. So without being able to pull up an account, I'm only able to give you information regarding that claim. Okay, and can you please check with the... I have the member ID. So because we're an account administrator, I don't have anywhere in my system to put an account ID or a member ID number in. Only the carriers would have that. Okay, so I need to contact the carrier, right? Yes, but unfortunately, if none of the three companies I mentioned are on that document or anywhere, I wouldn't be able to tell you who that carrier specifically is. Actually, was it for dental or vision, or was it a medical claim? It's a medical. That will be the issue, 'cause then medical has to either be with 90 Degree or American Public Life, 'cause those are the two carriers for the medical plans offered. So SNS Healthcare Strategies is not one of, uh, the carrier for the medical, right? Yes, 'cause the plans that our staffing companies offers, there's two carriers. Depending on which plan that specific patient has will depend on which one is the actual carrier. But because I can't find his account, I'm unable to provide you that information. All right. And- I'm sorry. May I have the name, please? Yes, sir. My name is Francesca. Francesca? Yes, sir. All right. And is there any reference? Unfortunately, no, since we didn't pull up an account, I don't have any reference number to give. All right. Thank you, Francesca. Have a nice day. Thank you, you too.

Conversation Format

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

Speaker speaker_1: Hi, this is Ryan calling from doctor's office. I'm looking for claims.

Speaker speaker_0: What provider office are you calling with?

Speaker speaker_1: Texas Tech University Health Science Center.

Speaker speaker_0: I'm sorry, Texas...

Speaker speaker_1: Tex, T as in tango, E-C-H, University Health Science Center.

Speaker speaker_0: And what is the first and last name of the patient?

Speaker speaker_1: Yes, the patient first name, L is a lima, O is an oscar, R is a robert, E is an echo, N is a nancy, Z is a zulu, O is an oscar. And the last name N is a november, A is an alpha, J is an jack, E is an echo, R is a robert, A is an alpha, E is an echo, S is an sierra, C is an charlie, A is an alpha, J is an jack, E is an echo, D is an david, A is an alpha.

Speaker speaker_0: I'm so sorry, Ryan.

Speaker speaker_1: And the first-

Speaker speaker_0: Can you read that last name one more time?

Speaker speaker_1: Yes, the first and last name N as in nancy, A is an alpha, J is an jack, E is an echo, R is a robert, A is an alpha, E is an echo, S as in sierra, C as in charlie, E is an alpha, J as in jack, E is an echo, D as in delta, A is an alpha.

Speaker speaker_0: Ooh, that is a long last name. Okay, give me one moment.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Is it all together, that last name? There's no space in it, right?

Speaker speaker_1: Uh, yes, there is no space.

Speaker speaker_0: Does your claim information have American Public Life, 90 Degree or MetLife on it?

Speaker speaker_1: Um, sorry, can you repeat one more time?

Speaker speaker_0: Yes, Ryan, does the document for the claim have any of the following three companies: American Public Life, 90 Degree-

Speaker speaker_1: Um-

Speaker speaker_0: ... or MetLife?

Speaker speaker_1: No, it's a SNS Healthcare Strategies.

Speaker speaker_0: Okay. 'Cause unfortunately I don't have anyone in my system with that last name, and we're not the carriers, we're just an account administrator. So without being able to pull up an account, I'm only able to give you information regarding that claim.

Speaker speaker_1: Okay, and can you please check with the... I have the member ID.

Speaker speaker_0: So because we're an account administrator, I don't have anywhere in my system to put an account ID or a member ID number in. Only the carriers would have that.

Speaker speaker_1: Okay, so I need to contact the carrier, right?

Speaker speaker_0: Yes, but unfortunately, if none of the three companies I mentioned are on that document or anywhere, I wouldn't be able to tell you who that carrier specifically is. Actually, was it for dental or vision, or was it a medical claim?

Speaker speaker_1: It's a medical.

Speaker speaker_0: That will be the issue, 'cause then medical has to either be with 90 Degree or American Public Life, 'cause those are the two carriers for the medical plans offered.

Speaker speaker_1: So SNS Healthcare Strategies is not one of, uh, the carrier for the medical, right?

Speaker speaker_0: Yes, 'cause the plans that our staffing companies offers, there's two carriers. Depending on which plan that specific patient has will depend on which one is the actual carrier. But because I can't find his account, I'm unable to provide you that information.

Speaker speaker_1: All right. And-

Speaker speaker_0: I'm sorry.

Speaker speaker_1: May I have the name, please?

Speaker speaker_0: Yes, sir. My name is Francesca.

Speaker speaker_1: Francesca?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: All right. And is there any reference?

Speaker speaker_0: Unfortunately, no, since we didn't pull up an account, I don't have any reference number to give.

Speaker speaker_1: All right. Thank you, Francesca. Have a nice day.

Speaker speaker_0: Thank you, you too.