

Transcript: Francesca

Baez-5566424196759552-6387761706352640

Full Transcript

Thank you for calling Benefit 10-0-4. My name is Francesca. How can I assist you today? My name is Carmen W., and I was callin' to see, um, if a patient needed prior authorization. Give me one moment. Okay. And what is your patient's first and last name, ma'am? Jacqueline Young. And is her Jacqueline spelled out as J-A-C-K-L-Y? Uh, J-A-C-Q-U-E-L-I-N-E. And what is her date of birth? 1/22/1976. Uh... There we go. Is this for medical, dental or vision? Uh, medical. And those were benefits, uh, I mean services, not benefits, services that you have not provided yet, correct? Correct. Okay, 'cause the reason why I ask is she's currently not active this week. Okay. Um, but what she current, what she's currently enrolled into- Mm-hmm. ... is a medical preventative care plan. As far as the authorization goes, you have to speak with the carrier 90 Degree to see if they have any- Mm-hmm. ... pre-authorization for services. I can give you that phone number whenever you're ready. Oh. You ready? Yes, I'm ready. Their phone number is going to be 800- Okay. ... 833- Okay. ... 4296, option one. Option one? Okay. And you said this is like a preventative plan or... Yes, ma'am. It's a medical preventative plan and she does have a network requirement. Okay. And I'm sorry, I didn't catch your name at the beginning. Francesca. Okay. And is there, um, a reference number for our call, Francesca? Um, yes, ma'am. It'll be F as in Frank 042. Okay. And- 22625. Oh. 2-2-6... No, 22025. Okay. All right. So 042... How many twos are there in the center? Is it two, is it three twos, 025? Yes, ma'am. Three twos. Basically, today's, today's day basically- ... was my first initial. So that's what I got to thinkin' is like, that's why I was like, wait, I think I missed a two. Um, Francesca, what's the first initial of your last name? So the company doesn't provide that unfortunately. Oh, okay. Um- Okay? All right. Thank you so much for all your help. Of course. Um, and Miss Carmen, if you wouldn't mind, what was the provider office you called with? I'm sorry. Orthopedic Institute of North Mississippi. All right. Of North. All right. Thank you so much. You too. Thank you so much. Have a great day. You too. Bye-bye. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit 10-0-4. My name is Francesca. How can I assist you today?

Speaker speaker_1: My name is Carmen W., and I was callin' to see, um, if a patient needed prior authorization.

Speaker speaker_0: Give me one moment.

Speaker speaker_1: Okay.

Speaker speaker_0: And what is your patient's first and last name, ma'am?

Speaker speaker_1: Jacqueline Young.

Speaker speaker_0: And is her Jacqueline spelled out as J-A-C-K-L-Y?

Speaker speaker_1: Uh, J-A-C-Q-U-E-L-I-N-E.

Speaker speaker_0: And what is her date of birth?

Speaker speaker_1: 1/22/1976. Uh...

Speaker speaker_0: There we go. Is this for medical, dental or vision?

Speaker speaker_1: Uh, medical.

Speaker speaker_0: And those were benefits, uh, I mean services, not benefits, services that you have not provided yet, correct?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay, 'cause the reason why I ask is she's currently not active this week.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, but what she current, what she's currently enrolled into-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... is a medical preventative care plan. As far as the authorization goes, you have to speak with the carrier 90 Degree to see if they have any-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... pre-authorization for services. I can give you that phone number whenever you're ready.

Speaker speaker_1: Oh.

Speaker speaker_2: You ready?

Speaker speaker_1: Yes, I'm ready.

Speaker speaker_0: Their phone number is going to be 800-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 833-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 4296, option one.

Speaker speaker_1: Option one? Okay. And you said this is like a preventative plan or...

Speaker speaker_0: Yes, ma'am. It's a medical preventative plan and she does have a network requirement.

Speaker speaker_1: Okay. And I'm sorry, I didn't catch your name at the beginning.

Speaker speaker_0: Francesca.

Speaker speaker_1: Okay. And is there, um, a reference number for our call, Francesca?

Speaker speaker_0: Um, yes, ma'am. It'll be F as in Frank 042.

Speaker speaker_1: Okay. And-

Speaker speaker_0: 22625.

Speaker speaker_1: Oh. 2-2-6...

Speaker speaker_0: No, 22025.

Speaker speaker_1: Okay. All right. So 042... How many twos are there in the center? Is it two, is it three twos, 025?

Speaker speaker_0: Yes, ma'am. Three twos. Basically, today's, today's day basically- ... was my first initial.

Speaker speaker_1: So that's what I got to thinkin' is like, that's why I was like, wait, I think I missed a two. Um, Francesca, what's the first initial of your last name?

Speaker speaker_0: So the company doesn't provide that unfortunately.

Speaker speaker_1: Oh, okay. Um-

Speaker speaker_0: Okay?

Speaker speaker_1: All right. Thank you so much for all your help.

Speaker speaker_0: Of course. Um, and Miss Carmen, if you wouldn't mind, what was the provider office you called with? I'm sorry.

Speaker speaker_1: Orthopedic Institute of North Mississippi.

Speaker speaker_0: All right. Of North. All right. Thank you so much.

Speaker speaker_1: You too. Thank you so much. Have a great day.

Speaker speaker_0: You too. Bye-bye.

Speaker speaker_1: Thank you. Bye-bye.