

Transcript: Francesca

Baez-5641267418808320-6348231215988736

Full Transcript

Thank you for calling the Benefits 10-0 Crime. My name is Francesca. How can I assist you today? Hi, Francesca. This is Chris calling from the provider office regarding safety claims. What is the name of the provider office that you're calling with? Yes, my provider name is Medical City Dental. You said Medical City Dental? Yes. And what is the first and last name of the patient you're calling for? The patient name is going to be Sharon Harrod, with a date of birth of May 5 of 1962. Can you spell the first name? Yes. Uh, so the patient first name is Sharon. It's S, Sam; H, Henry; A, Alpha; R, Romeo; O, Oscar; and Nancy. Can you spell the last name? Maybe that's the one that's wrong. The last name is Harrod. It's H, Henry; A, Alpha; R, Romeo; R, Romeo; O, Oscar; D, David. Is she dependent on someone's policy? Uh, no. Okay, I don't have anyone in my system with that first and last name. I apologize. Oh, okay. So there's no member found? Excuse me? So there is no member found, right? I mean... Okay, so- No, sir. I did not find anybody in my system with that first and last name. Okay. Okay, sure, uh, Francesca. Uh, thank you so much for the clarification about how to connect with the patient, so yep, thank you so much. Is there any reference for this call? Uh, no, sir. Since I was unable to pull up an account, I unfortunately do not have any reference number. Okay, sure. Uh, no problem. Thank you so much once again. Uh, have a nice day. Bye. Thank you also. Have a great day. Thank you.

Conversation Format

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

Speaker speaker_1: Hi, Francesca. This is Chris calling from the provider office regarding safety claims.

Speaker speaker_0: What is the name of the provider office that you're calling with?

Speaker speaker_1: Yes, my provider name is Medical City Dental.

Speaker speaker_0: You said Medical City Dental?

Speaker speaker_1: Yes.

Speaker speaker_0: And what is the first and last name of the patient you're calling for?

Speaker speaker_1: The patient name is going to be Sharon Harrod, with a date of birth of May 5 of 1962.

Speaker speaker_0: Can you spell the first name?

Speaker speaker_1: Yes. Uh, so the patient first name is Sharon. It's S, Sam; H, Henry; A, Alpha; R, Romeo; O, Oscar; and Nancy.

Speaker speaker_0: Can you spell the last name? Maybe that's the one that's wrong.

Speaker speaker_1: The last name is Harrod. It's H, Henry; A, Alpha; R, Romeo; R, Romeo; O, Oscar; D, David.

Speaker speaker_0: Is she dependent on someone's policy?

Speaker speaker_1: Uh, no.

Speaker speaker_0: Okay, I don't have anyone in my system with that first and last name. I apologize.

Speaker speaker_1: Oh, okay. So there's no member found?

Speaker speaker_0: Excuse me?

Speaker speaker_1: So there is no member found, right? I mean... Okay, so-

Speaker speaker_0: No, sir. I did not find anybody in my system with that first and last name.

Speaker speaker_1: Okay. Okay, sure, uh, Francesca. Uh, thank you so much for the clarification about how to connect with the patient, so yep, thank you so much. Is there any reference for this call?

Speaker speaker_0: Uh, no, sir. Since I was unable to pull up an account, I unfortunately do not have any reference number.

Speaker speaker_1: Okay, sure. Uh, no problem. Thank you so much once again. Uh, have a nice day. Bye.

Speaker speaker_0: Thank you also. Have a great day.

Speaker speaker_1: Thank you.