

Transcript: Francesca

Baez-5691579738537984-4786234723844096

Full Transcript

Thank you for calling Benefits and No Crime. My name is Francesca. How can I assist you today? Hi, Francesca. This is Tammy at Dr. Donald Presley's office. I'm needing to confirm coverage and get, uh, some information. Can you help me, please? Sure, ma'am. And Ms. Tammy, which provider office did you say you're with? I'm sorry. Donald Presley's office. Oh. All right. And what is your patient's first and last name? Uh, first name A-L-A-R-R-I-A-N, last name Doss, D-O-S-S. You said D as in David, O-S-S, right? Yes. Correct. This is a dental office. I was looking to see if you had dental coverage. All right, let's see. What would be his, uh, date of birth? Um, May the 10th. I'm sorry, November the 10th, 2002. November 10th, 2002. Unfortunately, that patient does not have dental coverage. Does he have medical? Medical preventative only with a network requirement. But no dental? No, ma'am. Okay. All right. Thank you so much. Okay? My pleasure. Have a great day. Mm-hmm. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and No Crime. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi, Francesca. This is Tammy at Dr. Donald Presley's office. I'm needing to confirm coverage and get, uh, some information. Can you help me, please?

Speaker speaker_0: Sure, ma'am. And Ms. Tammy, which provider office did you say you're with? I'm sorry.

Speaker speaker_1: Donald Presley's office.

Speaker speaker_0: Oh. All right. And what is your patient's first and last name?

Speaker speaker_1: Uh, first name A-L-A-R-R-I-A-N, last name Doss, D-O-S-S.

Speaker speaker_0: You said D as in David, O-S-S, right?

Speaker speaker_1: Yes. Correct. This is a dental office. I was looking to see if you had dental coverage.

Speaker speaker_0: All right, let's see. What would be his, uh, date of birth?

Speaker speaker_1: Um, May the 10th. I'm sorry, November the 10th, 2002.

Speaker speaker_0: November 10th, 2002. Unfortunately, that patient does not have dental coverage.

Speaker speaker_1: Does he have medical?

Speaker speaker_0: Medical preventative only with a network requirement.

Speaker speaker_1: But no dental?

Speaker speaker_0: No, ma'am.

Speaker speaker_1: Okay. All right. Thank you so much. Okay?

Speaker speaker_0: My pleasure. Have a great day.

Speaker speaker_1: Mm-hmm. Bye-bye.

Speaker speaker_0: Bye.