

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in the Car. My name is Francesca. How can I assist you today? Hi, Francesca. Can you spell your name, please? Excuse me? My name is Amber. I'm calling from Virginia Ear, Nose and Throat. Can you spell your name? F-R-A-N-C-H-E-S-C-A. Can you say it? F-R-A-N-C-H-E-S-C-A. What provider office are you calling with? I'm sorry. I'm calling from Virginia Ear, Nose and Throat. I'm calling to see if I can get eligibility on a patient. What is the first and last name of that person? It's Garland Moore. First name is G-A-R-L-A-N-D, last name is Moore, M-O-O-R-E. What is their date of birth? It is 11/25/87. And it will be for benefits that she'll be receiving today. Is that correct? Yes, ma'am. She's not active in any coverage. She's not active? No, ma'am. She doesn't have power, I mean, benefits anymore with the staffing, BGS Staffing. I will suggest asking her if by any chance she went with COBRA enrollment 'cause the policy she had- Yeah. Go ahead. Mm-hmm. No, go ahead. It's a gentleman. So I was just gonna say... Oh, the policy that we have here shown that the last one he had active was from November 3rd, but it was COBRA eligible after November 3rd. So if they have active coverage, it could be with COBRA. Maybe they just forgot. Okay, I was just confirming 'cause it just said that they had American Public Life. I can call, I just called just to verify 'cause what we had- Mm-hmm. ... last time, I wanted to look up with him once he comes back up. Okay. Yeah. All right. Okay. I just want to make sure so we're just in, just, um, verifying that the BC-the BG staffing and the company does not have insurance with him. Correct? That is correct, yeah, 'cause he has that policy through BGS Staffing as an employee. Mm-hmm. So he may no longer have it. Okay, I will check with him. I have a question. Mm-hmm. Can you help me? All right. Thank you so much, Francesca. I greatly appreciate it. Thank you, Amber. I hope you enjoy your weekend. Thank you too. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in the Car. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hi, Francesca. Can you spell your name, please?

Speaker speaker_1: Excuse me?

Speaker speaker_2: My name is Amber. I'm calling from Virginia Ear, Nose and Throat. Can you spell your name?

Speaker speaker_1: F-R-A-N-C-H-E-S-C-A.

Speaker speaker_2: Can you say it? F-R-A-N-

Speaker speaker_1: C-H-E-S-C-A. What provider office are you calling with? I'm sorry.

Speaker speaker_2: I'm calling from Virginia Ear, Nose and Throat. I'm calling to see if I can get eligibility on a patient.

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

Speaker speaker_2: It's Garland Moore. First name is G-A-R-L-A-N-D, last name is Moore, M-O-O-R-E.

Speaker speaker_1: What is their date of birth?

Speaker speaker_2: It is 11/25/87.

Speaker speaker_1: And it will be for benefits that she'll be receiving today. Is that correct?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: She's not active in any coverage.

Speaker speaker_2: She's not active?

Speaker speaker_1: No, ma'am. She doesn't have power, I mean, benefits anymore with the staffing, BGS Staffing. I will suggest asking her if by any chance she went with COBRA enrollment 'cause the policy she had-

Speaker speaker_2: Yeah.

Speaker speaker_3: Go ahead.

Speaker speaker_2: Mm-hmm. No, go ahead.

Speaker speaker_3: It's a gentleman.

Speaker speaker_1: So I was just gonna say... Oh, the policy that we have here shown that the last one he had active was from November 3rd, but it was COBRA eligible after November 3rd. So if they have active coverage, it could be with COBRA. Maybe they just forgot.

Speaker speaker_2: Okay, I was just confirming 'cause it just said that they had American Public Life. I can call, I just called just to verify 'cause what we had-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... last time, I wanted to look up with him once he comes back up.

Speaker speaker_1: Okay. Yeah.

Speaker speaker_2: All right. Okay. I just want to make sure so we're just in, just, um, verifying that the BC- the BG staffing and the company does not have insurance with him. Correct?

Speaker speaker_1: That is correct, yeah, 'cause he has that policy through BGS Staffing as an employee.

Speaker speaker_2: Mm-hmm. So he may no longer have it. Okay, I will check with him.

Speaker speaker_4: I have a question.

Speaker speaker_1: Mm-hmm.

Speaker speaker_4: Can you help me?

Speaker speaker_2: All right. Thank you so much, Francesca. I greatly appreciate it.

Speaker speaker_1: Thank you, Amber. I hope you enjoy your weekend.

Speaker speaker_2: Thank you too. Bye-bye.

Speaker speaker_1: Bye.