

Transcript: Franchesca

Baez-5862094861418496-6571443338526720

Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? This is Sammy. I'm calling from the provider office to check the eligibility and the benefits for the member. Okay, Mr. Sammy, what provider office are you calling with? Uh, it's, uh, Curtis, M- Marian Curtis. I'm sorry? Marian Curtis. Can you spell the last word for me, after Marian? Yes. Uh, it's C as in... Okay, I'll spell out every... It's M as in mango, A as in apple, R as in robot, I as in India, O as in Oscar, N as in Nancy. And Curtis, C as in Charlie, U as in umbrella, R as in robot, T as in tango, I as in India, S as in Sam. Marian Curtis. All right. And what is the first and last name of your patient? Smith. S-M-I-T-H. Smith. All right. Smith what? I'm sorry. S as in Sam. M as in Mary. No, sir. Uh-huh. Mary Smith. I'm asking wh-... Barry Smith? It's G as in... G as in Georgia, A as in apple, R as in robot, R as in robot, E as in Edward, T as in tango, T as in tango. And what is the date of birth? The date of birth, just give me a moment. It's March 6th, 1993. Okay. And can you please hold while I locate that? Thank you so much. My pleasure. Thank you so much for holding. Mr. Smith is currently active in a medical preventative plan. Okay. And what is the, uh, date of the eligibility? So it shows that his policy has been active since March 17th, 2025, to current day. Okay. And, like, uh, the terminated date? I'm sorry? It is... The, uh, termination date? The term date? So these are weekly- Okay. ... benefits. Okay. This week's coverage will be ending Friday... I mean, sorry, Sunday. Mm-hmm. Sunday, 4th of May. Mm-hmm. It is a weekly coverage, right? Yes, sir. Monday to Friday? Monday through Sunday. Monday to Sunday, okay. And I- the... any copay, coinsurance? Any deductible amount? So that information, the carrier will have it, which is 90 Degree. Mm-hmm. I can get you transferred over if you like. Oh, okay. And for, uh, the... I need the... for the mental health care. Yes, sir. So we're just, uh, kind of administrator. All of that information, you have to ask 90 Degree, the carrier, directly. Okay. So you k-... uh, is it possible you can transfer to me, that department? Of course. Sure thing. Thank you very much. One moment.

Conversation Format

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

Speaker speaker_1: This is Sammy. I'm calling from the provider office to check the eligibility and the benefits for the member.

Speaker speaker_0: Okay, Mr. Sammy, what provider office are you calling with?

Speaker speaker_1: Uh, it's, uh, Curtis, M- Marian Curtis.

Speaker speaker_0: I'm sorry?

Speaker speaker_1: Marian Curtis.

Speaker speaker_0: Can you spell the last word for me, after Marian?

Speaker speaker_1: Yes. Uh, it's C as in... Okay, I'll spell out every... It's M as in mango, A as in apple, R as in robot, I as in India, O as in Oscar, N as in Nancy. And Curtis, C as in Charlie, U as in umbrella, R as in robot, T as in tango, I as in India, S as in Sam. Marian Curtis.

Speaker speaker_0: All right. And what is the first and last name of your patient?

Speaker speaker_1: Smith. S-M-I-T-H. Smith.

Speaker speaker_0: All right. Smith what? I'm sorry.

Speaker speaker_1: S as in Sam. M as in Mary.

Speaker speaker_0: No, sir.

Speaker speaker_1: Uh-huh. Mary Smith.

Speaker speaker_0: I'm asking wh-... Barry Smith?

Speaker speaker_1: It's G as in... G as in Georgia, A as in apple, R as in robot, R as in robot, E as in Edward, T as in tango, T as in tango.

Speaker speaker_0: And what is the date of birth?

Speaker speaker_1: The date of birth, just give me a moment. It's March 6th, 1993.

Speaker speaker_0: Okay. And can you please hold while I locate that?

Speaker speaker_1: Thank you so much.

Speaker speaker_0: My pleasure. Thank you so much for holding. Mr. Smith is currently active in a medical preventative plan.

Speaker speaker_1: Okay. And what is the, uh, date of the eligibility?

Speaker speaker_0: So it shows that his policy has been active since March 17th, 2025, to current day.

Speaker speaker_1: Okay. And, like, uh, the terminated date?

Speaker speaker_0: I'm sorry?

Speaker speaker_1: It is... The, uh, termination date? The term date?

Speaker speaker_0: So these are weekly-

Speaker speaker_1: Okay.

Speaker speaker_0: ... benefits.

Speaker speaker_1: Okay.

Speaker speaker_0: This week's coverage will be ending Friday... I mean, sorry, Sunday.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Sunday, 4th of May.

Speaker speaker_1: Mm-hmm. It is a weekly coverage, right?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Monday to Friday?

Speaker speaker_0: Monday through Sunday.

Speaker speaker_1: Monday to Sunday, okay. And I- the... any copay, coinsurance? Any deductible amount?

Speaker speaker_0: So that information, the carrier will have it, which is 90 Degree.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: I can get you transferred over if you like.

Speaker speaker_1: Oh, okay. And for, uh, the... I need the... for the mental health care.

Speaker speaker_0: Yes, sir. So we're just, uh, kind of administrator. All of that information, you have to ask 90 Degree, the carrier, directly.

Speaker speaker_1: Okay. So you k-... uh, is it possible you can transfer to me, that department?

Speaker speaker_0: Of course. Sure thing.

Speaker speaker_1: Thank you very much.

Speaker speaker_0: One moment.