

## **Transcript: Franchesca**

**Baez-5869083433287680-5863131078377472**

### **Full Transcript**

Thank you for calling Benefits in Occur. My name is Francesca. How can I assist you today? Yes, I'm trying to get a claim status. What is the name of the provider's office you're calling with? My name is Tekai, T-K-A-I. I'm calling with St. Joseph's Hospital. And what is the first and last name of your patient? Victoria Jenkins. Can you spell the last name? J-E-N-K-I-N-S. And date of birth? Date of birth is 5/23/1968. And was that for medical, dental or vision? Medical. And which day were they provided for? In what state? No, ma'am. Which day was the services provided for? Oh, okay. My bad. I'm sorry. 1/27/2025. And it's two claims for the same, uh, service. They're just, um, different billed amounts. 1/27. All right. She was active with American Public Life during that day. Would you like me to give you their phone number? Yes, please. It's 800-256-8606. Currently. Thank you. Sure thing. Do you want me to get you transferred over to them as well? Yes, please. One second.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in Occur. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Yes, I'm trying to get a claim status.

Speaker speaker\_0: What is the name of the provider's office you're calling with?

Speaker speaker\_1: My name is Tekai, T-K-A-I. I'm calling with St. Joseph's Hospital.

Speaker speaker\_0: And what is the first and last name of your patient?

Speaker speaker\_1: Victoria Jenkins.

Speaker speaker\_0: Can you spell the last name?

Speaker speaker\_1: J-E-N-K-I-N-S.

Speaker speaker\_0: And date of birth?

Speaker speaker\_1: Date of birth is 5/23/1968.

Speaker speaker\_0: And was that for medical, dental or vision?

Speaker speaker\_1: Medical.

Speaker speaker\_0: And which day were they provided for?

Speaker speaker\_1: In what state?

Speaker speaker\_0: No, ma'am. Which day was the services provided for?

Speaker speaker\_1: Oh, okay. My bad. I'm sorry. 1/27/2025. And it's two claims for the same, uh, service. They're just, um, different billed amounts.

Speaker speaker\_0: 1/27. All right. She was active with American Public Life during that day. Would you like me to give you their phone number?

Speaker speaker\_1: Yes, please.

Speaker speaker\_0: It's 800-256-8606.

Speaker speaker\_1: Currently. Thank you.

Speaker speaker\_0: Sure thing. Do you want me to get you transferred over to them as well?

Speaker speaker\_1: Yes, please.

Speaker speaker\_0: One second.