

## Transcript: Francesca

**Baez-6055382949740544-6449205546762240**

### Full Transcript

Thank you for calling Benefits ... my name is Francesca. How can I assist you today? Uh, yes, ma'am. Uh, I'm trying to find out about my he- uh, health insuran- insurance. They told me, 'cause I talked to a lady, and I told her I had a doctor's appointment today. And she said, "That's okay. When you go to your doctor's, just have them call, and we'll verify it." 'Cause I never got nothing regarding my benefits. They said there was a problem on their end. A, a problem with what? I'm sorry. Yeah. They said there was a prob- something was going on on their end. It wasn't only my insurance. It was somebody e- I guess few other people. Okay, sir. And what were you calling for today? To see if the issue was resolved or to verify your coverage with your provider- Yes, to see if the issue is resolved 'cause I'm at the doctor's, and I don't... I don't have nothing to show them or tell them or what. All I was told to have them, uh, have the doctor's office call, and they'll verify it. That was it. And we always take a look into the benefits with helping company do you work with? Okay. Uh, I work for Noor, N-O-O-R. What are the last four of your Social? 0441. And the last name? Arnold. Could you please verify your mailing address and date of birth, so we can make sure we're in the right account? Yes, ma'am. 31 Catlin Ave, Wilkes-Barre, Pennsylvania 18702. Date of birth is 10/29/72. And we have the best contact to reach you down as 272-250-9272 with the email of stanarnoldjunior- Arn- ... @gmail.com? Yes, ma'am. Oh, I see what happened. Um, yes. There was an issue with the payment file being sent over to us by Nor Staffing, um, that has already been rectified, so the only thing that's currently missing is for the carrier itself to update their system. So, I still do not see the policy number for your medical plan. Um, so there'll be, as you were informed previously, once you have it there and you need to verify your coverage, have them give us a call. I, I, I'm here. I'm here at the doctor's. I can just switch past the phone. Okay. Okay. Hold on. Yeah. Hello? Yes. Hello. Good afternoon. My name is Francesca. How are you today? I'm good. How are you? Pardon me. Um, what type of information will you need to verify Mr. Arnold's services? Okay. So, what kind of insurance does he have? Uh, he doesn't even know what the name of it is. It is a PPO plan with American Public Life. Do you want another card, Dawn? Yeah, hold on. I sent 16, 9, when we started. You sure? It's 423. American... All right. See you then. Yeah. I've never heard of this. All right. Let me write all this down. Um, it's a PPO plan? Yes, ma'am. American Public Life? Yes, ma'am. Okay. Is there, um, a member ID number? So, currently we do not have access to that information. We're still waiting for it to be uploaded. All right. 'Cause he ran into this problem last time, where, like, I mean, if you go to a doctor's office, they need the member ID. You know what I mean? They have no- Yes, ma'am. ... they have no way of doing... Um, and he never received a card or anything, he said. Yes, ma'am. That's what we're currently working on. There was an issue in regards to that which is being resolved as we speak. Okay. Um, so, uh, when a patient is in front of you for an appointment, what are, what are they

supposed to... What are we supposed to do as far as the billing part of it? It all depends on your office policy. Um, we do have the address of where to submit the claims to, if that helps. Okay. Um, could I have the address, please? Yes, ma'am. It's PO Box 21704- Is this the- And what is- Huh? Is it sent, when, uh, when the claim is being submitted, it's just to PPO American Public? Yes, ma'am. I will believe so. I also have their phone number, if you like. I think so. Mm-hmm. Okay. And, um, and where is this at? It is in Eagan, the state of Minnesota. Eagan, E-A-G-A-N? Yes, ma'am. All right. Yeah. Okay. And the zip code is 55121. Okay. Is there a phone number that, like, our billing could call to get more information? Yes, ma'am. It will be 800-... two, five, six, eight, six, zero, six. Okay. And can I have your name? Yes, ma'am, my name is Francesca. All right. And we have no member ID? At the moment, no, ma'am. I-is, is it always no member ID? 'Cause like I said, this has been a couple of appointments now that we can't get any information. No, ma'am. There was an internal issue, which I cannot discuss previous details into to a third party, that was being resolved. I do understand that he did call, in fact, during March 26th. During that time was when the issue started that we were fixing at the moment. That issue is being resolved as we speak. By end of the week, we should hopefully have those policy and group numbers. But at the moment, I'm not able to provide that information to you as I do not have access to it. I'm the call number 144014- So it's been going on since March 26th? Okay. All right, um... So the 1-800-256-8606 is who our billing needs to contact as far as... And what kind of coverage did he have? PPO Hospital Indemnity. If you have any questions, you can give us a call back by dialing 1-809-824-1866. Okay. And do you... Can I get your last, uh, last name, initial? Per my company policy, we don't give that information out. I'm not asking for your last name. We don't give that information out. ... just in this company. You're really Francesca? Yes, ma'am. Even though I cannot provide you the last name, I'm confident that if you ask for Francesca, they'll know who you're asking for. Okay. No, I didn't ask for your last name. I just asked for the initial. Oh. Yes, we don't give even that out. Anything related to our last name to protect the employees' security- Oh. ... is not given to anyone. Okie dokie. I will pass this information along to, um, our billing department. Thank you for your time. You're welcome. Have a great day. March 26th, you can't get a member ID number?

## Conversation Format

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

Speaker speaker\_1: Uh, yes, ma'am. Uh, I'm trying to find out about my he- uh, health insuran- insurance. They told me, 'cause I talked to a lady, and I told her I had a doctor's appointment today. And she said, "That's okay. When you go to your doctor's, just have them call, and we'll verify it." 'Cause I never got nothing regarding my benefits. They said there was a problem on their end.

Speaker speaker\_0: A, a problem with what? I'm sorry.

Speaker speaker\_1: Yeah. They said there was a prob- something was going on on their end. It wasn't only my insurance. It was somebody e- I guess few other people.

Speaker speaker\_0: Okay, sir. And what were you calling for today? To see if the issue was resolved or to verify your coverage with your provider-

Speaker speaker\_1: Yes, to see if the issue is resolved 'cause I'm at the doctor's, and I don't... I don't have nothing to show them or tell them or what. All I was told to have them, uh, have the doctor's office call, and they'll verify it. That was it.

Speaker speaker\_0: And we always take a look into the benefits with helping company do you work with?

Speaker speaker\_1: Okay. Uh, I work for Noor, N-O-O-R.

Speaker speaker\_0: What are the last four of your Social?

Speaker speaker\_1: 0441.

Speaker speaker\_0: And the last name?

Speaker speaker\_1: Arnold.

Speaker speaker\_0: Could you please verify your mailing address and date of birth, so we can make sure we're in the right account?

Speaker speaker\_1: Yes, ma'am. 31 Catlin Ave, Wilkes-Barre, Pennsylvania 18702. Date of birth is 10/29/72.

Speaker speaker\_0: And we have the best contact to reach you down as 272-250-9272 with the email of stanarnoldjunior-

Speaker speaker\_1: Arn-

Speaker speaker\_0: ... @gmail.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Oh, I see what happened. Um, yes. There was an issue with the payment file being sent over to us by Nor Staffing, um, that has already been rectified, so the only thing that's currently missing is for the carrier itself to update their system. So, I still do not see the policy number for your medical plan. Um, so there'll be, as you were informed previously, once you have it there and you need to verify your coverage, have them give us a call.

Speaker speaker\_1: I, I, I'm here. I'm here at the doctor's. I can just switch past the phone.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. Hold on. Yeah.

Speaker speaker\_3: Hello?

Speaker speaker\_0: Yes. Hello. Good afternoon. My name is Francesca. How are you today?

Speaker speaker\_2: I'm good. How are you?

Speaker speaker\_0: Pardon me. Um, what type of information will you need to verify Mr. Arnold's services?

Speaker speaker\_2: Okay. So, what kind of insurance does he have? Uh, he doesn't even know what the name of it is.

Speaker speaker\_0: It is a PPO plan with American Public Life.

Speaker speaker\_2: Do you want another card, Dawn?

Speaker speaker\_4: Yeah, hold on. I sent 16, 9, when we started.

Speaker speaker\_2: You sure? It's 423.

Speaker speaker\_0: American...

Speaker speaker\_2: All right. See you then. Yeah. I've never heard of this. All right. Let me write all this down. Um, it's a PPO plan?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_2: American Public Life?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_2: Okay. Is there, um, a member ID number?

Speaker speaker\_0: So, currently we do not have access to that information. We're still waiting for it to be uploaded.

Speaker speaker\_2: All right. 'Cause he ran into this problem last time, where, like, I mean, if you go to a doctor's office, they need the member ID. You know what I mean? They have no-

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_2: ... they have no way of doing... Um, and he never received a card or anything, he said.

Speaker speaker\_0: Yes, ma'am. That's what we're currently working on. There was an issue in regards to that which is being resolved as we speak.

Speaker speaker\_2: Okay. Um, so, uh, when a patient is in front of you for an appointment, what are, what are they supposed to... What are we supposed to do as far as the billing part of it?

Speaker speaker\_0: It all depends on your office policy. Um, we do have the address of where to submit the claims to, if that helps.

Speaker speaker\_2: Okay. Um, could I have the address, please?

Speaker speaker\_0: Yes, ma'am. It's PO Box 21704-

Speaker speaker\_2: Is this the-

Speaker speaker\_0: And what is-

Speaker speaker\_2: Huh?

Speaker speaker\_0: Is it sent, when, uh, when the claim is being submitted, it's just to PPO American Public? Yes, ma'am. I will believe so. I also have their phone number, if you like.

Speaker speaker\_2: I think so. Mm-hmm. Okay. And, um, and where is this at?

Speaker speaker\_0: It is in Eagan, the state of Minnesota.

Speaker speaker\_2: Eagan, E-A-G-A-N?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_2: All right. Yeah. Okay.

Speaker speaker\_0: And the zip code is 55121.

Speaker speaker\_2: Okay. Is there a phone number that, like, our billing could call to get more information?

Speaker speaker\_0: Yes, ma'am. It will be 800-... two, five, six, eight, six, zero, six.

Speaker speaker\_2: Okay. And can I have your name?

Speaker speaker\_0: Yes, ma'am, my name is Francesca.

Speaker speaker\_2: All right. And we have no member ID?

Speaker speaker\_0: At the moment, no, ma'am.

Speaker speaker\_2: I-is, is it always no member ID? 'Cause like I said, this has been a couple of appointments now that we can't get any information.

Speaker speaker\_0: No, ma'am. There was an internal issue, which I cannot discuss previous details into to a third party, that was being resolved. I do understand that he did call, in fact, during March 26th. During that time was when the issue started that we were fixing at the moment. That issue is being resolved as we speak. By end of the week, we should hopefully have those policy and group numbers. But at the moment, I'm not able to provide that information to you as I do not have access to it.

Speaker speaker\_5: I'm the call number 144014-

Speaker speaker\_2: So it's been going on since March 26th? Okay. All right, um... So the 1-800-256-8606 is who our billing needs to contact as far as... And what kind of coverage did he have?

Speaker speaker\_0: PPO Hospital Indemnity.

Speaker speaker\_5: If you have any questions, you can give us a call back by dialing 1-809-824-1866.

Speaker speaker\_0: Okay.

Speaker speaker\_2: And do you... Can I get your last, uh, last name, initial?

Speaker speaker\_0: Per my company policy, we don't give that information out.

Speaker speaker\_2: I'm not asking for your last name.

Speaker speaker\_0: We don't give that information out.

Speaker speaker\_2: ... just in this company. You're really Francesca?

Speaker speaker\_0: Yes, ma'am. Even though I cannot provide you the last name, I'm confident that if you ask for Francesca, they'll know who you're asking for.

Speaker speaker\_2: Okay. No, I didn't ask for your last name. I just asked for the initial.

Speaker speaker\_0: Oh. Yes, we don't give even that out. Anything related to our last name to protect the employees' security-

Speaker speaker\_2: Oh.

Speaker speaker\_0: ... is not given to anyone.

Speaker speaker\_2: Okie dokie. I will pass this information along to, um, our billing department. Thank you for your time.

Speaker speaker\_0: You're welcome. Have a great day.

Speaker speaker\_2: March 26th, you can't get a member ID number?