

## Transcript: Francesca

**Baez-6095245845643264-6230858867589120**

### Full Transcript

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

Hi, Francesca. Good morning. My name is Kim J., and I am calling from South Carolina. We have a patient with this plan and, um, I'm hoping I'm calling the right number because the top of the number on the card, the card was cut off in our, in our database. So, I need to know, once I get past my little thing here, if this patient needs an authorization for an outpatient procedure. Okay. Um, so we're not the actual carriers, we're just an administrator. What I can go ahead and do is check and see who the carrier of their plan is so that I can give you their phone number. That's, ah, awesome because they did list a phone number, but it's for the, um, pharmacy and that's not going to help me. Gotcha. I wish people would just learn to do their job. You know what I mean? Sometimes, yes, I do. It's not my job to do this, but I got to get this off for this patient, so we gotta dirt- we gotta work on it. And what provider office are you calling with? I am calling from Lexington Medical Specialists, uh, Ashley Chapman's office. And what is the first and last name of that patient? This is James Lipscomb. L-I-P-S-C-O-M-B. His date of birth. Yes, ma'am. 2/10/1965. Let's see. Sorry, the system's a little slow. No, that's fine. I appreciate you, you know, helping me with this. 6/5. And do you have a current address for him? Yes. Um, the address I have for him is 4600 Fort Jackson Boulevard, Aparr- Apartment 198, Columbia, South Carolina 29209. All right. And is it for services that he's going to receive or that he already received? No, no. He needs a diagnostic study. It's an MRI of his liver. So, he is scheduled to have this done on the 14th. All right. So unfortunately, Mr. James has no active benefits. The last time he had any coverage was back in December 8th, 2024. Oh, no. Oh, this breaks my heart. Okay. So, he doesn't have any at all. That is correct. Okay. He hasn't called in to request any benefits either. Okay. Um, can I just... if I give you the number that I have listed, if you could tell me that was the number that he had? The, um, ID number? Let me see. Let me see if we should have the record of it. All right. When did he see... When was he last seen? This has to be recent. Um... 'Cause I do see here, we had another provider called in to verify benefits for him back in January 7th. Right. And they did inform that provider that he didn't have active coverage, so the member would have been told by their provider that they didn't have benefits. But he never called in to inquire in regards to that. Oh, God. This breaks my heart. Okay. Um . Okay. I, I- And it looks like we no longer have access to that policy information on the portal that we use, from what I can see. All right. Um, there was... I just wanted to, um, do something here while I have you on the phone. And I don't mean to take up your time. No, hey- Nope. Yep. It says here, "Not active 12/10/2024." Hmm. Oh, my heart is breaking. All right. Well, I thank you so much. And again, can I have your name, number, and a call, uh... Your name, uh, your last initial, and a call reference for this, please? Sure thing. Um, my name is Francesca. Per our company policy, we don't give any information about our last names. Okay. That works. But the

reference number will be my first initial, F, and then today's date, so it will be F04102025. Okay, great. And I have 11:06 AM. All right. Well, thank you so much for going and looking into this with me. Um, I'm just gonna send it back up to the front office and let them know this, okay? But I appreciate all your help. All right. It was my pleasure. I hope you have a wonderful- All right. ... rest of your day. You too. Thank you. Bye-bye now. Bye.

## 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: Hi, Francesca. Good morning. My name is Kim J., and I am calling from South Carolina. We have a patient with this plan and, um, I'm hoping I'm calling the right number because the top of the number on the card, the card was cut off in our, in our database. So, I need to know, once I get past my little thing here, if this patient needs an authorization for an outpatient procedure.

Speaker speaker\_0: Okay. Um, so we're not the actual carriers, we're just an administrator. What I can go ahead and do is check and see who the carrier of their plan is so that I can give you their phone number.

Speaker speaker\_1: That's, ah, awesome because they did list a phone number, but it's for the, um, pharmacy and that's not going to help me.

Speaker speaker\_0: Gotcha.

Speaker speaker\_1: I wish people would just learn to do their job. You know what I mean?

Speaker speaker\_0: Sometimes, yes, I do.

Speaker speaker\_1: It's not my job to do this, but I got to get this off for this patient, so we gotta dirt- we gotta work on it.

Speaker speaker\_0: And what provider office are you calling with?

Speaker speaker\_1: I am calling from Lexington Medical Specialists, uh, Ashley Chapman's office.

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

Speaker speaker\_1: This is James Lipscomb. L-I-P-S-C-O-M-B. His date of birth.

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: 2/10/1965.

Speaker speaker\_0: Let's see. Sorry, the system's a little slow.

Speaker speaker\_1: No, that's fine. I appreciate you, you know, helping me with this.

Speaker speaker\_0: 6/5. And do you have a current address for him?

Speaker speaker\_1: Yes. Um, the address I have for him is 4600 Fort Jackson Boulevard, Aparr- Apartment 198, Columbia, South Carolina 29209.

Speaker speaker\_0: All right. And is it for services that he's going to receive or that he already received?

Speaker speaker\_1: No, no. He needs a diagnostic study. It's an MRI of his liver. So, he is scheduled to have this done on the 14th.

Speaker speaker\_0: All right. So unfortunately, Mr. James has no active benefits. The last time he had any coverage was back in December 8th, 2024.

Speaker speaker\_1: Oh, no. Oh, this breaks my heart. Okay. So, he doesn't have any at all.

Speaker speaker\_0: That is correct.

Speaker speaker\_1: Okay.

Speaker speaker\_0: He hasn't called in to request any benefits either.

Speaker speaker\_1: Okay. Um, can I just... if I give you the number that I have listed, if you could tell me that was the number that he had? The, um, ID number?

Speaker speaker\_0: Let me see. Let me see if we should have the record of it.

Speaker speaker\_1: All right. When did he see... When was he last seen? This has to be recent. Um...

Speaker speaker\_0: 'Cause I do see here, we had another provider called in to verify benefits for him back in January 7th.

Speaker speaker\_1: Right.

Speaker speaker\_0: And they did inform that provider that he didn't have active coverage, so the member would have been told by their provider that they didn't have benefits. But he never called in to inquire in regards to that.

Speaker speaker\_1: Oh, God. This breaks my heart. Okay. Um . Okay. I, I-

Speaker speaker\_0: And it looks like we no longer have access to that policy information on the portal that we use, from what I can see.

Speaker speaker\_1: All right. Um, there was... I just wanted to, um, do something here while I have you on the phone. And I don't mean to take up your time.

Speaker speaker\_0: No, hey-

Speaker speaker\_1: Nope. Yep. It says here, "Not active 12/10/2024." Hmm. Oh, my heart is breaking. All right. Well, I thank you so much. And again, can I have your name, number, and a call, uh... Your name, uh, your last initial, and a call reference for this, please?

Speaker speaker\_0: Sure thing. Um, my name is Francesca. Per our company policy, we don't give any information about our last names.

Speaker speaker\_1: Okay. That works.

Speaker speaker\_0: But the reference number will be my first initial, F, and then today's date, so it will be F04102025.

Speaker speaker\_1: Okay, great. And I have 11:06 AM. All right. Well, thank you so much for going and looking into this with me. Um, I'm just gonna send it back up to the front office and let them know this, okay? But I appreciate all your help.

Speaker speaker\_0: All right. It was my pleasure. I hope you have a wonderful-

Speaker speaker\_1: All right.

Speaker speaker\_0: ... rest of your day.

Speaker speaker\_1: You too. Thank you. Bye-bye now.

Speaker speaker\_0: Bye.