

## **Transcript: Franchesca**

**Baez-6188345053200384-5391409979113472**

### **Full Transcript**

Thank you for calling Benefits in a Crown, my name is Francina Hoffman, how can I assist you today? Hey, I'm calling, um, I'm Alex calling from Tri-County Pediatrics. I was calling to see if we're in network with this insurance. Also, just to get some eligibility and benefits. Okay, so we're only an account administrator, I can help you to the best of my ability to then get you over to the carrier. What was your name again and the provider office you're calling with? Alex in Tri-County Pediatrics. You said which county pediatrics, I'm sorry? Tri-County, T-R-I County Pediatrics in Riverdale. And what is the first and last name of the patient? First name is, um, Quintavious, last name Rainey. Could you spell the first name for me?

Q-U-I-N-T-A-V-I-O-U-S. How do you spell the last name? Is it R-A-I-N-Y? E-Y. And what is the date of birth? The date of birth is 12/24/07. You said 12/24/07, right? Yes, ma'am. Do you know if there a dependent on someone's policy? I'm not populating any account with those last of, uh, I mean with a date of birth or the last name. Okay, that's the dependent, I could give you the subscribers. The mom's name and date of birth. Yes, please. Um, the mom's name is L-A, well the same last name, L-A Q-U-E C-H-A. Same last name, mom's date of birth is 8/8/1981. Do you know which staffing company is her current employer? Um, I could ask her really quick, give me one second. Thank you. CRC, oh TRC, it's a cell service. And what is this for, medical, dental or vision? Medical. So she has two carriers. Um, she has hospital indemnity and preventative. Do you know what type of services it is that you guys will be providing today to them, or do you want me to just give you both of the carrier's phone numbers to check coverage with them? It's a sick visit. Like to the emergency room, um, urgent care? No, it's a PCP. Primary care. Okay. So that would be with 90 Degree, I mean with American Public Life, they don't have any network requirement. Do you like me to give you their phone number before I get you transferred over? Yes, please. It's going to be 800-Mm-hmm. ... 257- Mm-hmm. ... 8606. 800-257-8606? Yes, ma'am. Perfect. Okay, thank you. Of course, bear with me one moment while I go ahead and get you transferred over. Okay.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Crown, my name is Francina Hoffman, how can I assist you today?

Speaker speaker\_1: Hey, I'm calling, um, I'm Alex calling from Tri-County Pediatrics. I was calling to see if we're in network with this insurance. Also, just to get some eligibility and benefits.

Speaker speaker\_0: Okay, so we're only an account administrator, I can help you to the best of my ability to then get you over to the carrier. What was your name again and the provider office you're calling with?

Speaker speaker\_1: Alex in Tri-County Pediatrics.

Speaker speaker\_0: You said which county pediatrics, I'm sorry?

Speaker speaker\_1: Tri-County, T-R-I County Pediatrics in Riverdale.

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

Speaker speaker\_1: First name is, um, Quintavious, last name Rainey.

Speaker speaker\_0: Could you spell the first name for me?

Speaker speaker\_1: Q-U-I-N-T-A-V-I-O-U-S.

Speaker speaker\_0: How do you spell the last name? Is it R-A-I-N-Y?

Speaker speaker\_1: E-Y.

Speaker speaker\_0: And what is the date of birth?

Speaker speaker\_1: The date of birth is 12/24/07.

Speaker speaker\_0: You said 12/24/07, right?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Do you know if there a dependent on someone's policy? I'm not populating any account with those last of, uh, I mean with a date of birth or the last name.

Speaker speaker\_1: Okay, that's the dependent, I could give you the subscribers. The mom's name and date of birth.

Speaker speaker\_0: Yes, please.

Speaker speaker\_1: Um, the mom's name is L-A, well the same last name, L-A Q-U-E C-H-A. Same last name, mom's date of birth is 8/8/1981.

Speaker speaker\_0: Do you know which staffing company is her current employer?

Speaker speaker\_1: Um, I could ask her really quick, give me one second.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: CRC, oh TRC, it's a cell service.

Speaker speaker\_0: And what is this for, medical, dental or vision?

Speaker speaker\_1: Medical.

Speaker speaker\_0: So she has two carriers. Um, she has hospital indemnity and preventative. Do you know what type of services it is that you guys will be providing today to

them, or do you want me to just give you both of the carrier's phone numbers to check coverage with them?

Speaker speaker\_1: It's a sick visit.

Speaker speaker\_0: Like to the emergency room, um, urgent care?

Speaker speaker\_1: No, it's a PCP. Primary care.

Speaker speaker\_0: Okay. So that would be with 90 Degree, I mean with American Public Life, they don't have any network requirement. Do you like me to give you their phone number before I get you transferred over?

Speaker speaker\_1: Yes, please.

Speaker speaker\_0: It's going to be 800-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... 257-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... 8606.

Speaker speaker\_1: 800-257-8606?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Perfect. Okay, thank you.

Speaker speaker\_0: Of course, bear with me one moment while I go ahead and get you transferred over.

Speaker speaker\_1: Okay.