

Transcript: Franchesca

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Full Transcript

Thank you for calling ... My name is Patricia. How may I assist you today? Good morning. I want to verify patient eligibility. All right. And what provider office are you calling with? Yes. Hello, can you hear me? Yes, sir. I can hear you. Once again, I asked what provider office you're calling with, sir. Okay. Calling from Painless Dental. Can you hear me? From Painless Dental. Painless Dental. And what is your name? Yes. Rejoice. Your name is Rejoice? Yes. What is the first and last name of your patient? Okay. The first name is Frederick. The last name is Frederickson. Frederick Wilson, correct? Fred, uh, Frederick, Frederickson. Oh, Frederick Frederickson? Yes. Are you there? Yes, sir. I'm trying to locate it but I'm not seeing any patient with the first name Frederick, last name Frederickson. Oh, okay. Can I give you the ID number? So we're only the account administrator. My system doesn't have anywhere to put either a policy, member or ID number or group number. We can only locate them based on their first and last name and date of birth. Oh, okay. All right. Can I give you the date of birth? Sure thing, sir. Give me one moment. Go ahead. Okay. Okay. 03191992. I do not have any member with the last name Frederickson and that date of birth. Well, okay. ... This number was ver... Ver... The last time we verified this patient was, um, October 3rd, 2024. So it's no longer active or something. Okay, sir. Uh, I don't have a way to locate an account so I'm unable to verify any information for you. Okay. Thank you so much. My pleasure. Have a great day. And you too. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling ... My name is Patricia. How may I assist you today?

Speaker speaker_1: Good morning. I want to verify patient eligibility.

Speaker speaker_0: All right. And what provider office are you calling with?

Speaker speaker_1: Yes. Hello, can you hear me?

Speaker speaker_0: Yes, sir. I can hear you. Once again, I asked what provider office you're calling with, sir.

Speaker speaker_1: Okay. Calling from Painless Dental. Can you hear me? From Painless Dental.

Speaker speaker_0: Painless Dental. And what is your name?

Speaker speaker_1: Yes. Rejoice.

Speaker speaker_0: Your name is Rejoice?

Speaker speaker_1: Yes.

Speaker speaker_0: What is the first and last name of your patient?

Speaker speaker_1: Okay. The first name is Frederick. The last name is Frederickson.

Speaker speaker_0: Frederick Wilson, correct?

Speaker speaker_1: Fred, uh, Frederick, Frederickson.

Speaker speaker_0: Oh, Frederick Frederickson?

Speaker speaker_1: Yes. Are you there?

Speaker speaker_0: Yes, sir. I'm trying to locate it but I'm not seeing any patient with the first name Frederick, last name Frederickson.

Speaker speaker_1: Oh, okay. Can I give you the ID number?

Speaker speaker_0: So we're only the account administrator. My system doesn't have anywhere to put either a policy, member or ID number or group number. We can only locate them based on their first and last name and date of birth.

Speaker speaker_1: Oh, okay. All right. Can I give you the date of birth?

Speaker speaker_0: Sure thing, sir. Give me one moment. Go ahead.

Speaker speaker_1: Okay. Okay. 03191992.

Speaker speaker_0: I do not have any member with the last name Frederickson and that date of birth.

Speaker speaker_1: Well, okay. ... This number was ver... Ver... The last time we verified this patient was, um, October 3rd, 2024. So it's no longer active or something.

Speaker speaker_0: Okay, sir. Uh, I don't have a way to locate an account so I'm unable to verify any information for you.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: My pleasure. Have a great day.

Speaker speaker_1: And you too. Bye-bye.

Speaker speaker_0: Bye.