

## Transcript: Francesca

**Baez-6287993653608448-4950461212966912**

### Full Transcript

Thank you for calling Benicia Technical. My name is Francesca, how can I assist you today? Yes, my name is Ritwik, this is Ritwik calling from provider office was checking on claim. Okay. Can you repeat your first name one more time, please? Yeah. It's, uh, Ritwik. R as in Romeo, U as in umbrella, T as in Tango, H as in hotel, W as in whiskey, I as in India, K as in kite. And what provider office are you calling with? Calling from Mount Carmel Medical Group. Which medical group, I'm sorry? Sorry? Yes, sir. Can you repeat one more time, what was that first word, medical group? Mount Carmel Medical Group. M-O-U-N-T Carmel Medical Group. What is the first and last name of the patient? Yeah. Uh, the patient's first name would be Patricia Chawrey, and the date of birth is February 28th of 1993. Let's see. Can you spell the last name? Yeah. The last name would be, S as in Sam, the patient's last name would be Chawrey. Okay, sir. Once again, can you spell that for me? Nothing is coming up the way that I'm spelling it. I'm trying to assist you. Can you please spell it? Oh. Yeah. Do you want a member ID? No, sir, 'cause you're not calling an insurance company. We're an administrator. The only way I can find a patient in my system is first and last name. Yeah. Uh, so, yeah. It's Patricia, the first name. It is spelled as P as in papa, A as in alpha, T as in tango, R as in Romeo, I as in India, C as in Charlie, I as in India, A as in alpha. So Patricia. And the last name would be Chawrey. It's C as in Charlie, H as in hotel, A as in alpha, V as in victor, R as in Romeo, E as in echo. Was this for medical, dental or vision? Medical. And what type of visit was it? A wellness, an urgent care or emergency room? Um, nope. It's a wellness, not urgent. Not even emergency. Okay. The carrier on that plan that she's currently active is 90 Degree. What day was this, this claim for? Yeah. The date of service would be December 4th of 2024 with the total sales amount of \$396.70. May I know your name? Yes, sir. My name is Francesca. December... You said December 4, right? December 4th, yeah. December 4th- Okay. ... of 2024. Okay. So she was active at that time of service. Would you like me to give you the carrier's phone number so that you can reach out to them and see what the status of that claim is? No, I want... So do I need to contact the number for the claim status? So the claim status, you need to speak with the carrier. They're the only ones that can assist you with a claim status. That would be 90 Degree. I can transfer you if you like, or just simply provide you their phone number. Ma'am, I have their phone number. Previously, one of the representative had provided it. It's 1800-833-4296, right? Actually, we have a different phone number for them. Yes, ma'am- Oh, I see why. ... could you please provide it, and if you can transfer the call? Mm-hmm. Did you try extension number one? Yep. Okay. Bear with me one moment. I believe you got into the wrong department. I'll get you transferred in a second, okay? Yeah. If you can transfer the call directly to the representative, it would have been more useful for me. Sure thing. One second.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benicia Technical. My name is Francesca, how can I assist you today?

Speaker speaker\_1: Yes, my name is Ritwik, this is Ritwik calling from provider office was checking on claim.

Speaker speaker\_0: Okay. Can you repeat your first name one more time, please?

Speaker speaker\_1: Yeah. It's, uh, Ritwik. R as in Romeo, U as in umbrella, T as in Tango, H as in hotel, W as in whiskey, I as in India, K as in kite.

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

Speaker speaker\_1: Calling from Mount Carmel Medical Group.

Speaker speaker\_0: Which medical group, I'm sorry?

Speaker speaker\_1: Sorry?

Speaker speaker\_0: Yes, sir. Can you repeat one more time, what was that first word, medical group?

Speaker speaker\_1: Mount Carmel Medical Group. M-O-U-N-T Carmel Medical Group.

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

Speaker speaker\_1: Yeah. Uh, the patient's first name would be Patricia Chawrey, and the date of birth is February 28th of 1993.

Speaker speaker\_0: Let's see. Can you spell the last name?

Speaker speaker\_1: Yeah. The last name would be, S as in Sam, the patient's last name would be Chawrey.

Speaker speaker\_0: Okay, sir. Once again, can you spell that for me? Nothing is coming up the way that I'm spelling it. I'm trying to assist you. Can you please spell it?

Speaker speaker\_1: Oh. Yeah. Do you want a member ID?

Speaker speaker\_0: No, sir, 'cause you're not calling an insurance company. We're an administrator. The only way I can find a patient in my system is first and last name.

Speaker speaker\_1: Yeah. Uh, so, yeah. It's Patricia, the first name. It is spelled as P as in papa, A as in alpha, T as in tango, R as in Romeo, I as in India, C as in Charlie, I as in India, A as in alpha. So Patricia. And the last name would be Chawrey. It's C as in Charlie, H as in hotel, A as in alpha, V as in victor, R as in Romeo, E as in echo.

Speaker speaker\_0: Was this for medical, dental or vision?

Speaker speaker\_1: Medical.

Speaker speaker\_0: And what type of visit was it? A wellness, an urgent care or emergency room?

Speaker speaker\_1: Um, nope. It's a wellness, not urgent. Not even emergency.

Speaker speaker\_0: Okay. The carrier on that plan that she's currently active is 90 Degree. What day was this, this claim for?

Speaker speaker\_1: Yeah. The date of service would be December 4th of 2024 with the total sales amount of \$396.70. May I know your name?

Speaker speaker\_0: Yes, sir. My name is Francesca. December... You said December 4, right?

Speaker speaker\_1: December 4th, yeah. December 4th-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... of 2024.

Speaker speaker\_0: Okay. So she was active at that time of service. Would you like me to give you the carrier's phone number so that you can reach out to them and see what the status of that claim is?

Speaker speaker\_1: No, I want... So do I need to contact the number for the claim status?

Speaker speaker\_0: So the claim status, you need to speak with the carrier. They're the only ones that can assist you with a claim status. That would be 90 Degree. I can transfer you if you like, or just simply provide you their phone number.

Speaker speaker\_1: Ma'am, I have their phone number. Previously, one of the representative had provided it. It's 1800-833-4296, right?

Speaker speaker\_0: Actually, we have a different phone number for them.

Speaker speaker\_1: Yes, ma'am-

Speaker speaker\_0: Oh, I see why.

Speaker speaker\_1: ... could you please provide it, and if you can transfer the call?

Speaker speaker\_0: Mm-hmm. Did you try extension number one?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay. Bear with me one moment. I believe you got into the wrong department. I'll get you transferred in a second, okay?

Speaker speaker\_1: Yeah. If you can transfer the call directly to the representative, it would have been more useful for me.

Speaker speaker\_0: Sure thing. One second.