

Transcript: Francesca

Baez-6331781225299968-5812258558623744

Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I help you today? Yes, ma'am, Miss Francesca. My name is Kim and I'm calling with Forest General Hospital. I'm trying to check the status of a claim. Do you have American Public Life, 90 Degree or MetLife on that claim? Um, it's looking like... It was listed as Benefits in a Card, but it is a 90 Degree plan, I believe. All right, bear with me one moment, because we're just the account administrators, so 90 Degree will be that actual carrier you want to speak with. Okay. Would the member ID help you? Um, no, since I'm not a insurance carrier- Uh-huh. ... 1:09 administrator, my system doesn't have any way for me to put that, and I also do not have access to that claim. Okay. The only company that does is 90 Degree. Okay. Can you spell your name for me, Miss Francesca? Sure, ma'am. F-R-A-N- Uh-huh. ... C-H-E-S-C-A. Oh, I was right. I'll just have to notate and put that I spoke to you. All right, and then bear with me one moment while I get you transferred over. Okay. Thank you. My pleasure. Would it be to 90 Degree? Yes, ma'am. Okay, thank you. My pleasure.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I help you today?

Speaker speaker_1: Yes, ma'am, Miss Francesca. My name is Kim and I'm calling with Forest General Hospital. I'm trying to check the status of a claim.

Speaker speaker_0: Do you have American Public Life, 90 Degree or MetLife on that claim?

Speaker speaker_1: Um, it's looking like... It was listed as Benefits in a Card, but it is a 90 Degree plan, I believe.

Speaker speaker_0: All right, bear with me one moment, because we're just the account administrators, so 90 Degree will be that actual carrier you want to speak with.

Speaker speaker_1: Okay. Would the member ID help you?

Speaker speaker_0: Um, no, since I'm not a insurance carrier-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... 1:09 administrator, my system doesn't have any way for me to put that, and I also do not have access to that claim.

Speaker speaker_1: Okay.

Speaker speaker_0: The only company that does is 90 Degree.

Speaker speaker_1: Okay. Can you spell your name for me, Miss Francesca?

Speaker speaker_0: Sure, ma'am. F-R-A-N-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... C-H-E-S-C-A.

Speaker speaker_1: Oh, I was right. I'll just have to notate and put that I spoke to you.

Speaker speaker_0: All right, and then bear with me one moment while I get you transferred over.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: My pleasure.

Speaker speaker_1: Would it be to 90 Degree?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: My pleasure.