

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Medical Clinic. My name is Francesca. How can I assist you today? Uh, yes, I'm at the doctor's office now, um, and I wanna make sure this appointment's covered through my insurance. I gave my ID, like, numbers and everything, like, probably a month ago and they never heard anything back. Okay, let's take a look at the account. What staffing company do you work with? Uh, Carriage Staffing. What are the last four of your Social? 5-5-2-7. And the last name, please? Bascio. And then for security purposes, can you please verify your mailing address and date of birth? Yeah, 3016 Cleveland Avenue, Calipari, PA 15001. And then 11-285. I have that phone number to write you down as 335-2150? Yep. And I have your email down as brad.bascio@yahoo.com? Yes. So I do show you're currently active in both your medical and dental plans at the moment. They don't have any network requirement as long as they do work with your carrier, which is American Public Wide, you should be good to go. Okay. Yeah, she said as long as you guys work with American Public Life, I should be good to go. Send it now. He might have a contact with them, I don't know. Sending a message now. Okay, yeah, she's sending a message. Okay, so I wouldn't- Maybe it's her. ... have access to that 'cause we're not the actual insurance company. We're just an account administrator. Okay. Does she need more information? Is there anyway to... This, this, this, this is just hard because I, I took this insurance, it was like 20-something a month and I've been paying for it for now two months. And it's not a lot, but it's, like, not covering... Like I read about it, looked, it said it covered a lot of stuff, like, and I'm not gonna have it that long 'cause when I get hired in I'll be on their, the company's insurance. I just, I picked this because I wanted it, it to cover, you know, the gap between getting hired on, and I just feel like it's not covering anything, not covering my prescriptions, nothing. Okay. So I do apologize for those inconveniences. With your current plan that you have, the prescriptions will be covered under the provider pharmacope prescription. A lot of topic... A lot of, sorry, provider offices, like carriers and insurance companies, they don't always cover all of the pla- the medicines that are offered out there or all of the services, as well as the fact that both plans you're enrolled into are PPO limited plans- Okay, yeah, I don't know. I, I looked it up and- ... unfortunately, we don't have control over- No, I get that, but I did look up and it did say it covered the one medication I was on and I had to still pay full price, like it was insane. Like I don't understand what's going on. Okay. I can provide you the prescription carrier's phone number, if that will happen. In the event that it is covered, they may be able to assist you whether or not they could process a reimbursement for you, but you will have to discuss that with them. Yeah, I talked to them and it was like the most confusing thing I ever heard, because they said it was 100% covered but then the pharmacy was saying that wasn't covered and I don't understand how something can be 100% covered and then not covered. It just doesn't make sense. But I

already talked to them and they, they couldn't explain anything, which is silly, but like, but... All right. Well, we'll get it, something squared away somewhere. Understood. Was there any other information that we can assist you with today? Uh, I think that's pretty good, Ross, or? I mean, and that's good. I'm just going back to when we uploaded that one card. Yeah. They were, um, talking about that, uh, SPA, if they could make a bill so if they never- Yeah, that was off that dental one I gave you. That was the wrong... All right, no, I think that's it then, I guess. Understood. Hope you have a wonderful rest of your day- Mm-hmm. ... and thank you for your time. Thanks. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Medical Clinic. My name is Francesca. How can I assist you today?

Speaker speaker_2: Uh, yes, I'm at the doctor's office now, um, and I wanna make sure this appointment's covered through my insurance. I gave my ID, like, numbers and everything, like, probably a month ago and they never heard anything back.

Speaker speaker_1: Okay, let's take a look at the account. What staffing company do you work with?

Speaker speaker_2: Uh, Carriage Staffing.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_2: 5-5-2-7.

Speaker speaker_1: And the last name, please?

Speaker speaker_2: Bascio.

Speaker speaker_1: And then for security purposes, can you please verify your mailing address and date of birth?

Speaker speaker_2: Yeah, 3016 Cleveland Avenue, Calipari, PA 15001. And then 11-285.

Speaker speaker_1: I have that phone number to write you down as 335-2150?

Speaker speaker_2: Yep.

Speaker speaker_1: And I have your email down as brad.bascio@yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: So I do show you're currently active in both your medical and dental plans at the moment. They don't have any network requirement as long as they do work with your carrier, which is American Public Wide, you should be good to go.

Speaker speaker_2: Okay. Yeah, she said as long as you guys work with American Public Life, I should be good to go.

Speaker speaker_3: Send it now. He might have a contact with them, I don't know. Sending a message now.

Speaker speaker_2: Okay, yeah, she's sending a message.

Speaker speaker_1: Okay, so I wouldn't-

Speaker speaker_2: Maybe it's her.

Speaker speaker_1: ... have access to that 'cause we're not the actual insurance company. We're just an account administrator.

Speaker speaker_3: Okay.

Speaker speaker_1: Does she need more information?

Speaker speaker_2: Is there anyway to... This, this, this, this is just hard because I, I took this insurance, it was like 20-something a month and I've been paying for it for now two months. And it's not a lot, but it's, like, not covering... Like I read about it, looked, it said it covered a lot of stuff, like, and I'm not gonna have it that long 'cause when I get hired in I'll be on their, the company's insurance. I just, I picked this because I wanted it, it to cover, you know, the gap between getting hired on, and I just feel like it's not covering anything, not covering my prescriptions, nothing.

Speaker speaker_1: Okay. So I do apologize for those inconveniences. With your current plan that you have, the prescriptions will be covered under the provider pharmacope prescription. A lot of topic... A lot of, sorry, provider offices, like carriers and insurance companies, they don't always cover all of the pla- the medicines that are offered out there or all of the services, as well as the fact that both plans you're enrolled into are PPO limited plans-

Speaker speaker_2: Okay, yeah, I don't know. I, I looked it up and-

Speaker speaker_1: ... unfortunately, we don't have control over-

Speaker speaker_2: No, I get that, but I did look up and it did say it covered the one medication I was on and I had to still pay full price, like it was insane. Like I don't understand what's going on.

Speaker speaker_1: Okay. I can provide you the prescription carrier's phone number, if that will happen. In the event that it is covered, they may be able to assist you whether or not they could process a reimbursement for you, but you will have to discuss that with them.

Speaker speaker_2: Yeah, I talked to them and it was like the most confusing thing I ever heard, because they said it was 100% covered but then the pharmacy was saying that wasn't covered and I don't understand how something can be 100% covered and then not covered. It just doesn't make sense. But I already talked to them and they, they couldn't explain anything, which is silly, but like, but... All right. Well, we'll get it, something squared away somewhere.

Speaker speaker_1: Understood. Was there any other information that we can assist you with today?

Speaker speaker_2: Uh, I think that's pretty good, Ross, or?

Speaker speaker_3: I mean, and that's good. I'm just going back to when we uploaded that one card.

Speaker speaker_2: Yeah.

Speaker speaker_3: They were, um, talking about that, uh, SPA, if they could make a bill so if they never-

Speaker speaker_2: Yeah, that was off that dental one I gave you. That was the wrong... All right, no, I think that's it then, I guess.

Speaker speaker_1: Understood. Hope you have a wonderful rest of your day-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... and thank you for your time.

Speaker speaker_2: Thanks. Bye.