

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? I'm calling from a provider's office. I'm trying to get through to get benefits for this member. Okay. What is the name of the provider office you're calling with please? It's Olivia, and it's New Beginnings Comprehensive Women's Healthcare. And what is the first and last name of your patient? Okay. I'm going to spell it because I don't know how to say it. Um, last name is, um, A, B as in boy, D as in dog, U-L-K-A-R-I-M, and the first name is, um, R-A-H-M-A. And what is their date of birth? 10/14/98. Any chance you have her current employee, employer, sorry? Um, when she filled out our paperwork, um, because she will be a new patient to us, she put down that she is a student. So I'm not sure. Is she... Did she leave a copy of her benefit card? Yes. Is there any company such as Surge or MAU on that benefit card? It's MAU, mm-hmm. There we go. Let's see. And will this be for medical or dental benefits? Medical. So she is currently active with a medical preventative care plan that does have a network requirement. Okay. All right, so preventative. So how is that covered with her, um, insurance plan? In which prospect, um, uh, such as if you guys are within the network or specifically how the billing itself will work? Yes, how the billing itself 'cause she's, she's scheduled for a well woman exam. Um, so how is that covered with her insurance plan? Okay. I would suggest speaking with the carrier directly as far as the billing goes. I can give you their phone number and get you transferred over if you like 'cause we're just an account administrator. So the only thing that I'm able to verify for you is whether or not she's active, but as far as the payment itself goes for her services, the carrier will be a- able to advise you on that. Okay. Okay, all right. And what's their phone number? They're called 90 Degree. Phone number 800-833-4296. This is the number that I dialed. I see here. It's okay. More than likely you chose the wrong option. When I place you on hold, I will make sure to get you a live agent before I get you transferred completely over, okay? Awesome. Thank you. Of course. Do you have any other questions for me, Miss Olivia, before I get that agent for you? No. No, that's all. Thank you. All right. Bear with me one moment while I get them on the line, okay? Mm-hmm. Thank you. Thank you so much for holding, Miss Olivia. It looks like their offices are currently closed. Okay, 'cause I see that the address on here says Minnesota and they're on Central time, so it's already 8:31 over there and that's when they said that they open, so are they on a different time zone? Not to my understanding. It could very well be as well the fact that the address that's on there might be the one for the corporate office itself and not for their call center. But when I did call and I tried to get through it either with the automated system, it still kept telling me that at the moment, there is no available agents to take the call. Okay. Hmm. Okay. All right. Thank you. Sure thing. I apologize for that inconvenience. I hope you have a wonderful rest of your day. You too.

Conversation Format

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

Speaker speaker_1: I'm calling from a provider's office. I'm trying to get through to get benefits for this member.

Speaker speaker_0: Okay. What is the name of the provider office you're calling with please?

Speaker speaker_1: It's Olivia, and it's New Beginnings Comprehensive Women's Healthcare.

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

Speaker speaker_1: Okay. I'm going to spell it because I don't know how to say it. Um, last name is, um, A, B as in boy, D as in dog, U-L-K-A-R-I-M, and the first name is, um, R-A-H-M-A.

Speaker speaker_0: And what is their date of birth?

Speaker speaker_1: 10/14/98.

Speaker speaker_0: Any chance you have her current employee, employer, sorry?

Speaker speaker_1: Um, when she filled out our paperwork, um, because she will be a new patient to us, she put down that she is a student. So I'm not sure.

Speaker speaker_0: Is she... Did she leave a copy of her benefit card?

Speaker speaker_1: Yes.

Speaker speaker_0: Is there any company such as Surge or MAU on that benefit card?

Speaker speaker_1: It's MAU, mm-hmm.

Speaker speaker_0: There we go. Let's see. And will this be for medical or dental benefits?

Speaker speaker_1: Medical.

Speaker speaker_0: So she is currently active with a medical preventative care plan that does have a network requirement.

Speaker speaker_1: Okay. All right, so preventative. So how is that covered with her, um, insurance plan?

Speaker speaker_0: In which prospect, um, uh, such as if you guys are within the network or specifically how the billing itself will work?

Speaker speaker_1: Yes, how the billing itself 'cause she's, she's scheduled for a well woman exam. Um, so how is that covered with her insurance plan?

Speaker speaker_0: Okay. I would suggest speaking with the carrier directly as far as the billing goes. I can give you their phone number and get you transferred over if you like 'cause we're just an account administrator. So the only thing that I'm able to verify for you is whether

or not she's active, but as far as the payment itself goes for her services, the carrier will be able to advise you on that.

Speaker speaker_1: Okay. Okay, all right. And what's their phone number?

Speaker speaker_0: They're called 90 Degree. Phone number 800-833-4296.

Speaker speaker_1: This is the number that I dialed.

Speaker speaker_0: I see here. It's okay. More than likely you chose the wrong option. When I place you on hold, I will make sure to get you a live agent before I get you transferred completely over, okay?

Speaker speaker_1: Awesome. Thank you.

Speaker speaker_0: Of course. Do you have any other questions for me, Miss Olivia, before I get that agent for you?

Speaker speaker_1: No. No, that's all. Thank you.

Speaker speaker_0: All right. Bear with me one moment while I get them on the line, okay?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Thank you. Thank you so much for holding, Miss Olivia. It looks like their offices are currently closed.

Speaker speaker_1: Okay, 'cause I see that the address on here says Minnesota and they're on Central time, so it's already 8:31 over there and that's when they said that they open, so are they on a different time zone?

Speaker speaker_0: Not to my understanding. It could very well be as well the fact that the address that's on there might be the one for the corporate office itself and not for their call center. But when I did call and I tried to get through it either with the automated system, it still kept telling me that at the moment, there is no available agents to take the call.

Speaker speaker_1: Okay. Hmm. Okay. All right. Thank you.

Speaker speaker_0: Sure thing. I apologize for that inconvenience. I hope you have a wonderful rest of your day.

Speaker speaker_1: You too.