

Transcript: Franchesca

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Full Transcript

Thank you for calling Benicio and Arcadia. My name is Francesca. How can I assist you today? Yeah, hello. This is Edwin Leo calling from Edwin Health specifically on the status. Hello? Hello. Hello? Yes, hello, sir. How can I assist you today? Yeah. Can you please estimate the claim status? I'm sorry? Claim status. Sure, I can take a look and see which carrier it is so that you're transferred. What is your name and which provider office- Thank you. ... are you calling with? My name is Edwin Leo calling from Edwin Health. From where, sir? Hello, sir. We seem to have a bad connection. Can you repeat the provider office you're calling with, I'm sorry? Edwin Health. You said Edwin Health? Yes. And what is your name, sir? E as in echo, D as in delta, W as in whiskey, I as in India, and as in numbers. Okay, I apologize. I'm confused. So your name is Edwin and you're coming from the provider's office of Edwin Health? Exactly. Sure. What is the first and last name of your patient? Here it is. Mendoza Abed and the date of birth is 6/16/1981. And what was the first name, sir? I didn't get you. Can you please... Yes, sir. I didn't hear the patient's first name. Yeah. It's Mendoza Abed. The date of birth is 6/16/1981. Mendoza is the first name? Yes. And what is the last name? It's A as in alpha, B as in bravo, D as in delta. Hello? Yes, sir. Yeah. Do you happen to know which employer she's with? I have two different files, but I don't know which pre-employer she's with currently. 90 Degree Spine Care. So that's actually the name of the carrier? Is there any name of a- Yeah. ... staffing company within all of the paperwork she provided? No, I don't have them. Okay. So unfortunately, the only thing that I can do today to assist you is get you transferred over to 90 Degrees. I can't confirm whether or not that is a specific carrier that you need to speak with, however. Okay? Okay. And bear with me one moment while I get you transferred over to them.

Conversation Format

Speaker speaker_0: Thank you for calling Benicio and Arcadia. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yeah, hello. This is Edwin Leo calling from Edwin Health specifically on the status.

Speaker speaker_0: Hello?

Speaker speaker_1: Hello. Hello?

Speaker speaker_0: Yes, hello, sir. How can I assist you today?

Speaker speaker_1: Yeah. Can you please estimate the claim status?

Speaker speaker_0: I'm sorry?

Speaker speaker_1: Claim status.

Speaker speaker_0: Sure, I can take a look and see which carrier it is so that you're transferred. What is your name and which provider office-

Speaker speaker_1: Thank you.

Speaker speaker_0: ... are you calling with?

Speaker speaker_1: My name is Edwin Leo calling from Edwin Health.

Speaker speaker_0: From where, sir? Hello, sir. We seem to have a bad connection. Can you repeat the provider office you're calling with, I'm sorry?

Speaker speaker_1: Edwin Health.

Speaker speaker_0: You said Edwin Health?

Speaker speaker_1: Yes.

Speaker speaker_0: And what is your name, sir?

Speaker speaker_1: E as in echo, D as in delta, W as in whiskey, I as in India, and as in numbers.

Speaker speaker_0: Okay, I apologize. I'm confused. So your name is Edwin and you're coming from the provider's office of Edwin Health?

Speaker speaker_1: Exactly.

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

Speaker speaker_1: Here it is. Mendoza Abed and the date of birth is 6/16/1981.

Speaker speaker_0: And what was the first name, sir?

Speaker speaker_1: I didn't get you. Can you please...

Speaker speaker_0: Yes, sir. I didn't hear the patient's first name.

Speaker speaker_1: Yeah. It's Mendoza Abed. The date of birth is 6/16/1981.

Speaker speaker_0: Mendoza is the first name?

Speaker speaker_1: Yes.

Speaker speaker_0: And what is the last name?

Speaker speaker_1: It's A as in alpha, B as in bravo, D as in delta. Hello?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Yeah.

Speaker speaker_0: Do you happen to know which employer she's with? I have two different files, but I don't know which pr- employer she's with currently.

Speaker speaker_1: 90 Degree Spine Care.

Speaker speaker_0: So that's actually the name of the carrier? Is there any name of a-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... staffing company within all of the paperwork she provided?

Speaker speaker_1: No, I don't have them.

Speaker speaker_0: Okay. So unfortunately, the only thing that I can do today to assist you is get you transferred over to 90 Degrees. I can't confirm whether or not that is a specific carrier that you need to speak with, however. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: And bear with me one moment while I get you transferred over to them.