

Transcript: Franchesca

Baez-6730141622812672-4977698329280512

Full Transcript

Your call may be monitored or recorded for quality assurance. Thank you for calling Member Services. . To better assist you, please have your membership or policy ID number available. If you are a healthcare provider, press one. If you would like to sign up or learn more about our health and lifestyle discount plans, press two. If you are a member calling about your current product, press three. All other callers, please press four. To hear these options again, press five. For faster service... If you are calling to locate providers in your area, please press one for our automated provider search system. For billing questions... This is the member eligibility and provider search service line. . If you answer just a few questions, I can quickly help you find the information you're looking for. To get started, are you a member or a provider? Member. Got it, member. I can help you verify your member coverage and locate provider care in your area. First, I need to know the identification number on your membership card. If you need a moment to find it, say, "Hold on." Otherwise, please say the identification number one character at a time, including any letters or zeros. You can also- Two. ... say, "I don't have it." Five, six, seven, seven, five, two. Got it. Let me look that up. I'm sorry, I couldn't find that member identification number in our records. Let's try this a different way. This time, I'll need your home zip code and street address. First, please tell me your home zip code. I think you're asking to be transferred to an agent, but if you answer just a few questions, I can quickly help you with your request. Let's try again. Agent. I think you're asking to be transferred. Okay. Please hold while I transfer you to an agent who can assist you. There may be a short wait before you're connected. Please listen to both options before making a selection. An incorrect selection will create a delay in service. If you are calling regarding an insurance plan, press one. If you are calling regarding a discount plan, press two. Please press one if you are a member. Please press two if you are a provider. For quality assurance and training purposes, this call may be monitored and/or recorded. Please be advised that a quote of eligibility and benefits is not a guarantee of payment. All benefits are subject to eligibility, terms, conditions, limitations, exclusions, and reimbursement of allowable amounts of the patient's plan at the time that services are rendered. Instead of waiting, we can give you a call back when an agent is available to speak with you. You will not lose your place in line. If you would like to receive a call back, you can press one at any... Good morning. Thank you for contacting your care team. My name is Kamari. Can I please have the member's ID number? Sure thing, Kamari. It is 256-7752. Thank you. Let me confirm which I have here correctly. That was 256-7752? Yes, ma'am. Thank you. So I'm unable to locate anything in my database under that, um, member ID number. Do you know the member's ■■■ by using member's last name, their address, zip code? Do you have that information? Yes, I have the member's information. First name will be Telesa, T-E-L-E-S-A. Last name B as in boy, O-G-L-E. Zip code is 37086. Thank you. Let me confirm if I have it correctly. I have first name

is B as in Tom, S in echo, L as in Larry, S in echo, S as in Sam, F in alpha. Last name I have B as in bravo, O as in Oscar, G as in girl, L as in Larry, S in echo. And then you said that the five-digit zip code for this number is 37086. Is that correct? Yes, ma'am. Thank you. Can you confirm their date of birth? It is January 17th, '74. Thank you. Let's take a look here. One moment, please. All right. And just a quick question. Are you probably getting insurance, um, benefits for this member's plan? No. This number has been active for the past two weeks already. She has been calling in to get assistance locating a carrier. However, the automated system keeps telling her that she doesn't have insurance. Okay. Um, are you a broker or the agent that helps lines her up? We're the account administrators for the health insurance that her employee, being a staffing company, offers their employees. Okay. Quick question. Um, are you able to get a member on the line? Yeah. If you'd like, I can go ahead and get her transferred over. Okay. Yes, ma'am. Uh, you can go ahead and get her transferred over. I would get her verified and then help further assist her. All right. Um, are you able to advise me whether or not she's showing up on your system? I was able to locate something in my database using her information. Mm-hmm. Okay. So I'll go ahead and get her transferred over for her to verify then, and I'll note the account. Thank you. Bare with me one moment.

Conversation Format

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

Speaker speaker_1: Thank you for calling Member Services. .

Speaker speaker_0: To better assist you, please have your membership or policy ID number available. If you are a healthcare provider, press one. If you would like to sign up or learn more about our health and lifestyle discount plans, press two. If you are a member calling about your current product, press three. All other callers, please press four. To hear these options again, press five. For faster service... If you are calling to locate providers in your area, please press one for our automated provider search system. For billing questions...

Speaker speaker_1: This is the member eligibility and provider search service line. . If you answer just a few questions, I can quickly help you find the information you're looking for. To get started, are you a member or a provider?

Speaker speaker_2: Member.

Speaker speaker_1: Got it, member. I can help you verify your member coverage and locate provider care in your area. First, I need to know the identification number on your membership card. If you need a moment to find it, say, "Hold on." Otherwise, please say the identification number one character at a time, including any letters or zeros. You can also-

Speaker speaker_2: Two.

Speaker speaker_1: ... say, "I don't have it."

Speaker speaker_2: Five, six, seven, seven, five, two.

Speaker speaker_1: Got it. Let me look that up. I'm sorry, I couldn't find that member identification number in our records. Let's try this a different way. This time, I'll need your home zip code and street address. First, please tell me your home zip code. I think you're asking to be transferred to an agent, but if you answer just a few questions, I can quickly help you with your request. Let's try again.

Speaker speaker_2: Agent.

Speaker speaker_1: I think you're asking to be transferred. Okay. Please hold while I transfer you to an agent who can assist you. There may be a short wait before you're connected.

Speaker speaker_0: Please listen to both options before making a selection. An incorrect selection will create a delay in service. If you are calling regarding an insurance plan, press one. If you are calling regarding a discount plan, press two. Please press one if you are a member. Please press two if you are a provider. For quality assurance and training purposes, this call may be monitored and/or recorded. Please be advised that a quote of eligibility and benefits is not a guarantee of payment. All benefits are subject to eligibility, terms, conditions, limitations, exclusions, and reimbursement of allowable amounts of the patient's plan at the time that services are rendered. Instead of waiting, we can give you a call back when an agent is available to speak with you. You will not lose your place in line. If you would like to receive a call back, you can press one at any...

Speaker speaker_3: Good morning. Thank you for contacting your care team. My name is Kamari. Can I please have the member's ID number?

Speaker speaker_2: Sure thing, Kamari. It is 256-7752.

Speaker speaker_3: Thank you. Let me confirm which I have here correctly. That was 256-7752?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_3: Thank you. So I'm unable to locate anything in my database under that, um, member ID number. Do you know the member's ■■■ by using member's last name, their address, zip code? Do you have that information?

Speaker speaker_2: Yes, I have the member's information. First name will be Telesa, T-E-L-E-S-A. Last name B as in boy, O-G-L-E. Zip code is 37086.

Speaker speaker_3: Thank you. Let me confirm if I have it correctly. I have first name is B as in Tom, S in echo, L as in Larry, S in echo, S as in Sam, F in alpha. Last name I have B as in bravo, O as in Oscar, G as in girl, L as in Larry, S in echo. And then you said that the five-digit zip code for this number is 37086. Is that correct?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_3: Thank you. Can you confirm their date of birth?

Speaker speaker_2: It is January 17th, '74.

Speaker speaker_3: Thank you. Let's take a look here. One moment, please. All right. And just a quick question. Are you probably getting insurance, um, benefits for this member's plan?

Speaker speaker_2: No. This number has been active for the past two weeks already. She has been calling in to get assistance locating a carrier. However, the automated system keeps telling her that she doesn't have insurance.

Speaker speaker_3: Okay. Um, are you a broker or the agent that helps lines her up?

Speaker speaker_2: We're the account administrators for the health insurance that her employee, being a staffing company, offers their employees.

Speaker speaker_3: Okay. Quick question. Um, are you able to get a member on the line?

Speaker speaker_2: Yeah. If you'd like, I can go ahead and get her transferred over.

Speaker speaker_3: Okay. Yes, ma'am. Uh, you can go ahead and get her transferred over. I would get her verified and then help further assist her.

Speaker speaker_2: All right. Um, are you able to advise me whether or not she's showing up on your system?

Speaker speaker_3: I was able to locate something in my database using her information.

Speaker speaker_2: Mm-hmm. Okay. So I'll go ahead and get her transferred over for her to verify then, and I'll note the account.

Speaker speaker_3: Thank you.

Speaker speaker_2: Bare with me one moment.