Transcript: Estefania Acevedo-4586423985553408-6284020815151104

Full Transcript

Thank you for calling Medical Center Cards. My name is Stephanie. How can I assist you? Hi, Stephanie. I'm calling because, um, I have a patient... Oh, sorry. Let me start from the beginning. I'm calling from Saint Anthony Hospital. I have a patient that is checked in here and they have, um, All- Allstate and medical insurance, and I'm just trying to verify that it's active right now, and make sure that I got all the correct information for billing purposes. So, um, we're the healthcare administrators for the staffing agencies. I can check to see if it's c- if she has active coverage, but I don't know... It's not for Allstate. Um, but what's the patient's first and last name? Um, so the subscriber for the insurance is, uh, Jennifer Britt and the patient- And then... ... is her daughter. Okay, so sh- the... Okay. So she's the policyholder, Jennifer... Mm-hmm. What was the last name? B-R-I-T-T, Britt. Okay. And then can I get her first... Um, sorry. Can I get her date of birth? Yeah. It is, um, 9-24-85. Uh, is that the policy's date of birth, though? The policy's owner? Not the daughter? The policyholder, yeah. 9-24-85. Yes. Okay. You said 1985? Mm-hmm. So I don't ha-... I see, um, a member with that first and last name, but the birthday isn't correct. The year nor the day- Okay. ... is what you're giving me. Is it then 9-16-2010? No. Okay. Well, I don't... This is the, uh, the birthday that's- And then... And then I see 1980? ... on her ID. Okay. Yeah. I have 1981, 1974, 1996 and 1980. What was the... Did you say 1980 or 1985? '85. Let me double check- Yeah. ... and make sure I put the name correct, because... I have year 1981, 1975, 1996 and 1980. The closest one would be 1980 and that's... Let me double check. Yeah. 9-24-85. That's what's on her ID. Yeah. Um, well, I have her policy number. Will that help at all? So that, that would not help. Okay. Um, that's not gonna open her file. We need her first and last name and then date of birth and then I would confirm with you with the state that you guys are located in, but the n-... I see a Jennifer Burt, but that, um, year- Oh no, it's Britt. B-R-I-T-T. Like Britain? Yes. Oh, okay. It's okay. Yeah, that's what I have. Okay, okay. Um, but the year's not correct whatsoever, nor the day. I have, uh, July 6th of 1996. Okay. Let me give her a call and see. So she might have to call and we might have to ask her, 'cause, um, I don't have... I don't have her in here. Okay. And you mentioned Allstate which I thought was weird too in the beginning, um, because we're not through Allstate. We're the healthcare administrators for different staffing agencies around the nation. Mm-hmm. Um, not Allstate, so that's kinda... Okay. Yeah, because... I don't know. I just dialed the number that was on the Allstate, uh, thing- Oh, okay. ... in my, in my computer. Okay, let me just figure out wh- where exactly this is supposed to go. Thank you so much for your help. Okay. You're welcome. Have a nice day. You too. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Medical Center Cards. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, Stephanie. I'm calling because, um, I have a patient... Oh, sorry. Let me start from the beginning. I'm calling from Saint Anthony Hospital. I have a patient that is checked in here and they have, um, All- Allstate and medical insurance, and I'm just trying to verify that it's active right now, and make sure that I got all the correct information for billing purposes.

Speaker speaker_0: So, um, we're the healthcare administrators for the staffing agencies. I can check to see if it's c- if she has active coverage, but I don't know... It's not for Allstate. Um, but what's the patient's first and last name?

Speaker speaker_1: Um, so the subscriber for the insurance is, uh, Jennifer Britt and the patient-

Speaker speaker_0: And then...

Speaker speaker_1: ... is her daughter.

Speaker speaker_0: Okay, so sh- the... Okay. So she's the policyholder, Jennifer...

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: What was the last name?

Speaker speaker_1: B-R-I-T-T, Britt.

Speaker speaker_0: Okay. And then can I get her first... Um, sorry. Can I get her date of birth?

Speaker speaker_1: Yeah. It is, um, 9-24-85.

Speaker speaker_0: Uh, is that the policy's date of birth, though? The policy's owner? Not the daughter?

Speaker speaker_1: The policyholder, yeah. 9-24-85. Yes.

Speaker speaker_0: Okay. You said 1985?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So I don't ha-... I see, um, a member with that first and last name, but the birthday isn't correct. The year nor the day-

Speaker speaker_1: Okay.

Speaker speaker_0: ... is what you're giving me.

Speaker speaker_1: Is it then 9-16-2010?

Speaker speaker_0: No.

Speaker speaker_1: Okay. Well, I don't... This is the, uh, the birthday that's-

Speaker speaker_0: And then... And then I see 1980?

Speaker speaker_1: ... on her ID.

Speaker speaker_0: Okay. Yeah. I have 1981, 1974, 1996 and 1980. What was the... Did you say 1980 or 1985?

Speaker speaker_1: '85. Let me double check-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... and make sure I put the name correct, because...

Speaker speaker_0: I have year 1981, 1975, 1996 and 1980. The closest one would be 1980 and that's...

Speaker speaker_1: Let me double check. Yeah. 9-24-85. That's what's on her ID.

Speaker speaker_0: Yeah.

Speaker speaker_1: Um, well, I have her policy number. Will that help at all?

Speaker speaker_0: So that, that would not help.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, that's not gonna open her file. We need her first and last name and then date of birth and then I would confirm with you with the state that you guys are located in, but the n-... I see a Jennifer Burt, but that, um, year-

Speaker speaker_1: Oh no, it's Britt. B-R-I-T-T.

Speaker speaker_0: Like Britain?

Speaker speaker_1: Yes.

Speaker speaker_0: Oh, okay.

Speaker speaker_1: It's okay.

Speaker speaker_0: Yeah, that's what I have.

Speaker speaker_1: Okay, okay.

Speaker speaker_0: Um, but the year's not correct whatsoever, nor the day. I have, uh, July 6th of 1996.

Speaker speaker_1: Okay. Let me give her a call and see.

Speaker speaker_0: So she might have to call and we might have to ask her, 'cause, um, I don't have... I don't have her in here.

Speaker speaker_1: Okay.

Speaker speaker_0: And you mentioned Allstate which I thought was weird too in the beginning, um, because we're not through Allstate. We're the healthcare administrators for different staffing agencies around the nation.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, not Allstate, so that's kinda...

Speaker speaker_1: Okay. Yeah, because... I don't know. I just dialed the number that was on the Allstate, uh, thing-

Speaker speaker_0: Oh, okay.

Speaker speaker_1: ... in my, in my computer. Okay, let me just figure out wh- where exactly this is supposed to go. Thank you so much for your help.

Speaker speaker_0: Okay. You're welcome. Have a nice day.

Speaker speaker_1: You too. Bye.