

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you? Hi, Stephanie. This is Laura. I'm calling from Franke, uh, Family Dental. I just want... Well, I have one patient here. I'm just trying to see what insurance, uh, he has. Uh, I'm calling for the dental. So, just making sure he's covered and if we're in network and everything. Okay. Um, what is the member's first and last name? Yes. He's, um... The last name is Moncher. It's M as in mom, O-N as in Nancy, C-H-E-R. Okay, that's M-O-N-C-H-E-R? Yes. Okay. And then what was that first name? The first name is Herby. H-E-R-B as in boy, Y. Thank you. And what is their date of birth? Their birth is 7-7-1994. Okay, thank you. The other one is somebody's ... their name, first. No, it's ... their mom. This is my husband ... my Are you guys in Indiana? Yes. That's them. Okay. Yeah. Okay. Sorry, my system is slowing. But he's... Okay. Oh, oh. Okay. So you said it's for a dental appointment? Yes. So, they don't have dental coverage. Okay. They only have, um, preventative... It says that it's billing defensible. Okay. Which is for preventative visits, like, um, your annuals, some vaccines, and plan to- Okay. ... see screens. Okay. They do have active coverage but they don't have that dental coverage. Okay, okay. Thank you. I just want to, uh, know that. Thank you so much. Have a good day. Um, do you still want me to provide the, the carrier's information? I can still do that if you wish. Yes. Okay, so the carrier's- Where is it sent? It's gonna be Ameri... No, actually it's gonna be 90 Degrees and their phone number is 800- Yes. ... 833- Yeah. ... 4296 Extention 1. 4296? Okay. Okay, perfect. Thank you so much. You're welcome. Have a nice day. Have a good... Have a good day. Okay, bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hi, Stephanie. This is Laura. I'm calling from Franke, uh, Family Dental. I just want... Well, I have one patient here. I'm just trying to see what insurance, uh, he has. Uh, I'm calling for the dental. So, just making sure he's covered and if we're in network and everything.

Speaker speaker_1: Okay. Um, what is the member's first and last name?

Speaker speaker_2: Yes. He's, um... The last name is Moncher. It's M as in mom, O-N as in Nancy, C-H-E-R.

Speaker speaker_1: Okay, that's M-O-N-C-H-E-R?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then what was that first name?

Speaker speaker_2: The first name is Herby. H-E-R-B as in boy, Y.

Speaker speaker_1: Thank you. And what is their date of birth?

Speaker speaker_2: Their birth is 7-7-1994.

Speaker speaker_1: Okay, thank you.

Speaker speaker_3: The other one is somebody's ... their name, first.

Speaker speaker_4: No, it's ... their mom. This is my husband ... my

Speaker speaker_1: Are you guys in Indiana?

Speaker speaker_2: Yes.

Speaker speaker_3: That's them.

Speaker speaker_1: Okay.

Speaker speaker_3: Yeah. Okay.

Speaker speaker_1: Sorry, my system is slowing. But he's... Okay.

Speaker speaker_3: Oh, oh.

Speaker speaker_1: Okay. So you said it's for a dental appointment?

Speaker speaker_2: Yes.

Speaker speaker_1: So, they don't have dental coverage.

Speaker speaker_2: Okay.

Speaker speaker_1: They only have, um, preventative...

Speaker speaker_3: It says that it's billing defensible.

Speaker speaker_2: Okay.

Speaker speaker_1: Which is for preventative visits, like, um, your annuals, some vaccines, and plan to-

Speaker speaker_2: Okay.

Speaker speaker_1: ... see screens.

Speaker speaker_2: Okay.

Speaker speaker_1: They do have active coverage but they don't have that dental coverage.

Speaker speaker_2: Okay, okay. Thank you. I just want to, uh, know that. Thank you so much. Have a good day.

Speaker speaker_1: Um, do you still want me to provide the, the carrier's information? I can still do that if you wish.

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so the carrier's-

Speaker speaker_2: Where is it sent?

Speaker speaker_1: It's gonna be Ameri... No, actually it's gonna be 90 Degrees and their phone number is 800-

Speaker speaker_2: Yes.

Speaker speaker_1: ... 833-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... 4296 Extention 1.

Speaker speaker_2: 4296? Okay. Okay, perfect. Thank you so much.

Speaker speaker_1: You're welcome. Have a nice day.

Speaker speaker_2: Have a good... Have a good day. Okay, bye-bye.