

## **Transcript: Francesca**

**Baez-4531758121926656-6150344696446976**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hello? Yes, hello. Good afternoon. My name is Francesca with Beneficentocard. I'm looking to speak with Mr. Alex Ho. Okay. Can I have your name? Yes, sir. My name is Francesca. I had spoken with him previously in regards to a member wanting to enroll into coverage. Okay. Let me transfer your call to the Alex Ho. Thank you. Hi, hello? Yes, hello. Good afternoon, Mr. Ho. My name is Francesca with Beneficentocard. Hi. This is Alex from ETC Healthcare. Um, did Megan told you to call back? Uh, no. So I was giving you a call back in regards to our previous conversation around 1:40 today for Miss Mary- Yes. ... Latoya? Len- Len- Yeah, La- uh, Latoya. And yeah, so I was just calling to let you know, um, the front office did follow up with her to see if we could make an exception for her to be enrolled into coverage. Um, they did advise us, unfortunately, we would not be able to make it. And then in regards to her, um, escalation- Yes. ... as to not being notified that she wasn't ineligible, they did advise that, unfortunately, there is no notification for ineligibility unless you're called in and request an eligibility review. That will be when we do followup with the members to advise them if they're eligible or not, but not when we re- when we receive a form. Sorry. Um, we don't do an eligibility notice for the forms that are received. Okay. Thank you so much. Of course. My pleasure. Thank you for your time. I hope you have a wonderful rest of your day. Thank you so much. Bye-bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hello?

Speaker speaker\_2: Yes, hello. Good afternoon. My name is Francesca with Beneficentocard. I'm looking to speak with Mr. Alex Ho.

Speaker speaker\_1: Okay. Can I have your name?

Speaker speaker\_2: Yes, sir. My name is Francesca. I had spoken with him previously in regards to a member wanting to enroll into coverage.

Speaker speaker\_1: Okay. Let me transfer your call to the Alex Ho.

Speaker speaker\_2: Thank you.

Speaker speaker\_3: Hi, hello?

Speaker speaker\_2: Yes, hello. Good afternoon, Mr. Ho. My name is Francesca with Beneficentocard.

Speaker speaker\_3: Hi. This is Alex from ETC Healthcare. Um, did Megan told you to call back?

Speaker speaker\_2: Uh, no. So I was giving you a call back in regards to our previous conversation around 1:40 today for Miss Mary-

Speaker speaker\_3: Yes.

Speaker speaker\_2: ... Latoya?

Speaker speaker\_3: Len- Len- Yeah, La- uh, Latoya.

Speaker speaker\_2: And yeah, so I was just calling to let you know, um, the front office did follow up with her to see if we could make an exception for her to be enrolled into coverage. Um, they did advise us, unfortunately, we would not be able to make it. And then in regards to her, um, escalation-

Speaker speaker\_3: Yes.

Speaker speaker\_2: ... as to not being notified that she wasn't ineligible, they did advise that, unfortunately, there is no notification for ineligibility unless you're called in and request an eligibility review. That will be when we do followup with the members to advise them if they're eligible or not, but not when we re- when we receive a form. Sorry. Um, we don't do an eligibility notice for the forms that are received.

Speaker speaker\_3: Okay. Thank you so much.

Speaker speaker\_2: Of course. My pleasure. Thank you for your time. I hope you have a wonderful rest of your day.

Speaker speaker\_3: Thank you so much. Bye-bye.

Speaker speaker\_2: Bye.