

## **Transcript: Francesca**

**Baez-4569423729442816-6309852120399872**

### **Full Transcript**

Thank you for calling Benefits in a Cart. My name is Francesca. How can I assist you today? Hi, Francesca. My name is Ann. I am calling from MultiCare, um, Health System and I'm calling to check on the status of a medical claim. Okay. You say you're with MultiCare Health System? Yes. What is the first and last name of that patient? It's Solita Pech, S-O-L-I-T-A, last name is T-E-C-H. Can you please verify her date of birth? 02/01/1994. And was this for dental or medical? Medical. And what day was the service provider on? Um, this is for October 31st of 2024. Bill to mount is... That's okay, I don't need the bill to mount. Okay. During that time the member was active on coverage with American Public Life. I can go ahead and get you transferred over and provide you their phone number if you'd like. Okay. Let me know when you're ready. Go ahead. Her phone number is 800-256-8606. Okay. And this number that I dialed, this is who she's currently with? So the number that you dialed to speak with me is Benefits in a Cart. We administer the health insurance that her staffing company offers among others, but we're not the carrier themselves. So anything that has to do with- I see. ... coverage information, um, as far as it goes for claims or billing, that would have to be directly to the carrier which is American Public Life for that specific plan. Okay. American Public Life. Okay. And that's what I need. And, um, let me know whenever you're ready to be transferred. Um, yes, please go ahead. Of course. Bear with me one moment. Thank you. My pleasure.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Cart. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Hi, Francesca. My name is Ann. I am calling from MultiCare, um, Health System and I'm calling to check on the status of a medical claim.

Speaker speaker\_0: Okay. You say you're with MultiCare Health System?

Speaker speaker\_1: Yes.

Speaker speaker\_0: What is the first and last name of that patient?

Speaker speaker\_1: It's Solita Pech, S-O-L-I-T-A, last name is T-E-C-H.

Speaker speaker\_0: Can you please verify her date of birth?

Speaker speaker\_1: 02/01/1994.

Speaker speaker\_0: And was this for dental or medical?

Speaker speaker\_1: Medical.

Speaker speaker\_0: And what day was the service provider on?

Speaker speaker\_1: Um, this is for October 31st of 2024. Bill to mount is...

Speaker speaker\_0: That's okay, I don't need the bill to mount.

Speaker speaker\_1: Okay.

Speaker speaker\_0: During that time the member was active on coverage with American Public Life. I can go ahead and get you transferred over and provide you their phone number if you'd like.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Let me know when you're ready.

Speaker speaker\_1: Go ahead.

Speaker speaker\_0: Her phone number is 800-256-8606.

Speaker speaker\_1: Okay. And this number that I dialed, this is who she's currently with?

Speaker speaker\_0: So the number that you dialed to speak with me is Benefits in a Cart. We administer the health insurance that her staffing company offers among others, but we're not the carrier themselves. So anything that has to do with-

Speaker speaker\_1: I see.

Speaker speaker\_0: ... coverage information, um, as far as it goes for claims or billing, that would have to be directly to the carrier which is American Public Life for that specific plan.

Speaker speaker\_1: Okay. American Public Life. Okay. And that's what I need.

Speaker speaker\_0: And, um, let me know whenever you're ready to be transferred.

Speaker speaker\_1: Um, yes, please go ahead.

Speaker speaker\_0: Of course. Bear with me one moment.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: My pleasure.