

## **Transcript: Francesca**

**Baez-4641902661779456-5399609115197440**

### **Full Transcript**

Thank you for calling Medical Ten of Five. My name is Francesca. How can I assist you today? Hi, Francesca. This is Damon. I'm calling from Blue Cross Blue Shield of Michigan. How are you? Good. How are you today? I'm doing good. I am calling to see if I can verify eligibility. Let me see. His name was Derek, right? Or Damon, sorry. Yes. My name is Damon. All right. What is your patient's or customer's first and last name? Uh, first name is Nicholas. N-I-C-H-O-L-A-S. Last name is Davis. And date of birth? Date of birth is 9/28/2005. Do you have access to his address? Um, address would be 1053 South Cas- Cascara Street. Uh, zip code 62263. All right. Just making sure this the right one I'm looking at. So he shows access for medical, dental and vision currently. Did you need the name of those carriers? Yes, ma'am, I do. Just for medical. Just for the medical plan? It is American Public Life. Okay. And I have their phone number if you need it as well. Yes. Now, uh, what's their phone number? It's gonna be 800-256-8606. Thank you. And is this through a employer group? Um, yes. It's through a staffing company called Innovative Staff Solutions. And can I verify the member ID and group member with you? Let me see if I have access to that information. Let's see. So we only have access to a copy of the digital benefit cards from their plan. And those benefit cards only provide me a policy number and a medical ID number. Are those the ones you're needing? Hello, Mr. Damon, are you still there? Hello, sir? Hello, sir, can you still hear me? Hello? The agent is disconnecting the call due to no response.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Medical Ten of Five. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Hi, Francesca. This is Damon. I'm calling from Blue Cross Blue Shield of Michigan. How are you?

Speaker speaker\_0: Good. How are you today?

Speaker speaker\_1: I'm doing good. I am calling to see if I can verify eligibility.

Speaker speaker\_0: Let me see. His name was Derek, right? Or Damon, sorry.

Speaker speaker\_1: Yes. My name is Damon.

Speaker speaker\_0: All right. What is your patient's or customer's first and last name?

Speaker speaker\_1: Uh, first name is Nicholas. N-I-C-H-O-L-A-S. Last name is Davis.

Speaker speaker\_0: And date of birth?

Speaker speaker\_1: Date of birth is 9/28/2005.

Speaker speaker\_0: Do you have access to his address?

Speaker speaker\_1: Um, address would be 1053 South Cas- Cascara Street. Uh, zip code 62263.

Speaker speaker\_0: All right. Just making sure this the right one I'm looking at. So he shows access for medical, dental and vision currently. Did you need the name of those carriers?

Speaker speaker\_1: Yes, ma'am, I do. Just for medical.

Speaker speaker\_0: Just for the medical plan? It is American Public Life.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And I have their phone number if you need it as well.

Speaker speaker\_1: Yes. Now, uh, what's their phone number?

Speaker speaker\_0: It's gonna be 800-256-8606.

Speaker speaker\_1: Thank you. And is this through a employer group?

Speaker speaker\_0: Um, yes. It's through a staffing company called Innovative Staff Solutions.

Speaker speaker\_1: And can I verify the member ID and group member with you?

Speaker speaker\_0: Let me see if I have access to that information. Let's see. So we only have access to a copy of the digital benefit cards from their plan. And those benefit cards only provide me a policy number and a medical ID number. Are those the ones you're needing? Hello, Mr. Damon, are you still there? Hello, sir? Hello, sir, can you still hear me? Hello? The agent is disconnecting the call due to no response.