

## Transcript: Franchesca

**Baez-4657469406887936-4573920616038400**

### Full Transcript

Thank you for calling Medical Dental Care. My name is Francesca. How can I assist you today? Hi. I'm just checking eligibility for a mutual patient. Can I see who... ... what provider office are you calling with? I'm sorry? Yes, ma'am. Which provider office are you calling with? Uh, Chaparral Medical Group for Dr. Sudhir Reddy. And what is your name? I'm sorry. Khlod, K-H-L-O-D. And what is the first and last name of your patient? Uh, yes. Uh, first name is going to be, uh, Rogelio. R-O-G-E-L-I-O. Last name is Campos. C-A-M-P-O-S. And what is his date of birth? Uh, patient's date of birth is 3/14/81. And is this for medical, dental revision? It's for medical. And that is for services you're giving him today, right? Yes. Okay. Okay, so he is currently active with the carrier American Public Life. Okay, with American Public Life. Would you like your phone number as well? I'm sorry? Um, yes, ma'am. I was asking if you also want me to provide you with your phone number for the carrier. Uh, yes, that's fine, go ahead. It will be 800-256-8606. Okay. All right. Um, so I would have to call that number to get patient's eligibility and their benefits? Um, so we're the administrators, so I'm able to tell you whether or not they're active on coverage. Oh. But if you need any policy-specific information, like if a certain service will be covered or procedures, then you'll have to call that phone number. But he is currently active. I can give you the effective day of the current policy, if you need it. Yes please. Go ahead. So the policy has been effective since December 16, 2024. Okay, thank you. Of course. Did you need any policy-specific information to transfer you to the carrier? Uh, no. I was just checking for specialty, um, services for a co-pay for office visit. Yeah, so for that information you'll have to reach out to them to see if there's any specific co-pay, um, or if a specific special service will be covered. Okay. All right. I'll go ahead and give them a call. Thank you. My pleasure. Have a great day. You as well. Bye-bye.

### Conversation Format

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

Speaker speaker\_1: Hi. I'm just checking eligibility for a mutual patient.

Speaker speaker\_0: Can I see who... ... what provider office are you calling with?

Speaker speaker\_1: I'm sorry?

Speaker speaker\_0: Yes, ma'am. Which provider office are you calling with?

Speaker speaker\_1: Uh, Chaparral Medical Group for Dr. Sudhir Reddy.

Speaker speaker\_0: And what is your name? I'm sorry.

Speaker speaker\_1: Khlod, K-H-L-O-D.

Speaker speaker\_0: And what is the first and last name of your patient?

Speaker speaker\_1: Uh, yes. Uh, first name is going to be, uh, Rogelio. R-O-G-E-L-I-O. Last name is Campos. C-A-M-P-O-S.

Speaker speaker\_0: And what is his date of birth?

Speaker speaker\_1: Uh, patient's date of birth is 3/14/81.

Speaker speaker\_0: And is this for medical, dental revision?

Speaker speaker\_1: It's for medical.

Speaker speaker\_0: And that is for services you're giving him today, right?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Okay, so he is currently active with the carrier American Public Life.

Speaker speaker\_1: Okay, with American Public Life.

Speaker speaker\_0: Would you like your phone number as well?

Speaker speaker\_1: I'm sorry?

Speaker speaker\_0: Um, yes, ma'am. I was asking if you also want me to provide you with your phone number for the carrier.

Speaker speaker\_1: Uh, yes, that's fine, go ahead.

Speaker speaker\_0: It will be 800-256-8606.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right.

Speaker speaker\_1: Um, so I would have to call that number to get patient's eligibility and their benefits?

Speaker speaker\_0: Um, so we're the administrators, so I'm able to tell you whether or not they're active on coverage.

Speaker speaker\_1: Oh.

Speaker speaker\_0: But if you need any policy-specific information, like if a certain service will be covered or procedures, then you'll have to call that phone number. But he is currently active. I can give you the effective day of the current policy, if you need it.

Speaker speaker\_1: Yes please. Go ahead.

Speaker speaker\_0: So the policy has been effective since December 16, 2024.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: Of course. Did you need any policy-specific information to transfer you to the carrier?

Speaker speaker\_1: Uh, no. I was just checking for specialty, um, services for a co-pay for office visit.

Speaker speaker\_0: Yeah, so for that information you'll have to reach out to them to see if there's any specific co-pay, um, or if a specific special service will be covered.

Speaker speaker\_1: Okay. All right. I'll go ahead and give them a call. Thank you.

Speaker speaker\_0: My pleasure. Have a great day.

Speaker speaker\_1: You as well. Bye-bye.