

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Medical Center, my name is Francesca, how can I assist you today? Hey, I'm calling in regards to, uh, 'cause I was calling, they wanted to know if my, um, insurance was active. Okay. Okay. Um, and you say you're calling in regards to your insurance to see if it's active, correct? Yes. What staffing company do you work with? Um, I work with MAU. What are the last four of your Social? Two, three, eight, nine. And for security purposes, could you please verify your mailing address and date of birth? 3503 Mercedes Drive, Huntsville, Georgia, 30815. I have the best phone number to reach you down as 706-762-9906. 9902. Okay. And what was the date of birth? July 12th, 1999. And your email is then as your first last name, one, two, at gmail.com? Yes, ma'am. So, I do show you active in benefits, um, since the last- Okay, um- ... lapse in coverage. The, the lady just needs to let me know if it's active, one moment. Okay. It's active. Hello? Yes, hello? Hi, um, I'm just needing to know if the insurance is active, and if it is, I just need a reference number and, um, your name. Okay. Um, bear with me one moment. Can you put Ms. Young back on the line, please? No. Yes, hello, Ms. Young. I have to get a verbal authorization before I'm able to speak with any third parties on this recorded line. Do you give me authorization to speak with a recorded line... I mean, with a third party on the recorded line in regards to your policy information? I do. Okay, you can put her back on the line. Hey. Yes, hello. My name is Francesca and her coverage does show active for this week. Is there any co-pay? She will have to speak with our carrier. We're just the account administrator. Okay. Um, do you mind giving me a reference number? Sure thing. It will be 1112... 2024... FB. FB? Yes, ma'am. All right, thank you. No problem, did she need her carrier information? Um, I'm sorry, because obviously we have a co-pay She said probably she needs to know if they have co-pay or not. I'm sorry? Does she... She said it's okay. Oh, okay. Do you need it, Ms. Young? Your carrier's information for that medical plan? No, thank you. Understood. Have a wonderful rest of your day. You too.

Conversation Format

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

Speaker speaker_1: Thank you for calling Medical Center, my name is Francesca, how can I assist you today?

Speaker speaker_2: Hey, I'm calling in regards to, uh, 'cause I was calling, they wanted to know if my, um, insurance was active.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Um, and you say you're calling in regards to your insurance to see if it's active, correct?

Speaker speaker_2: Yes.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_2: Um, I work with MAU.

Speaker speaker_0: What are the last four of your Social?

Speaker speaker_2: Two, three, eight, nine.

Speaker speaker_0: And for security purposes, could you please verify your mailing address and date of birth?

Speaker speaker_2: 3503 Mercedes Drive, Huntsville, Georgia, 30815.

Speaker speaker_0: I have the best phone number to reach you down as 706-762-9906.

Speaker speaker_2: 9902.

Speaker speaker_0: Okay. And what was the date of birth?

Speaker speaker_2: July 12th, 1999.

Speaker speaker_0: And your email is then as your first last name, one, two, at gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_0: So, I do show you active in benefits, um, since the last-

Speaker speaker_2: Okay, um-

Speaker speaker_0: ... lapse in coverage.

Speaker speaker_2: The, the lady just needs to let me know if it's active, one moment.

Speaker speaker_0: Okay.

Speaker speaker_3: It's active. Hello?

Speaker speaker_0: Yes, hello?

Speaker speaker_3: Hi, um, I'm just needing to know if the insurance is active, and if it is, I just need a reference number and, um, your name.

Speaker speaker_0: Okay. Um, bear with me one moment. Can you put Ms. Young back on the line, please?

Speaker speaker_2: No.

Speaker speaker_0: Yes, hello, Ms. Young. I have to get a verbal authorization before I'm able to speak with any third parties on this recorded line. Do you give me authorization to

Speak with a recorded line... I mean, with a third party on the recorded line in regards to your policy information?

Speaker speaker_2: I do.

Speaker speaker_0: Okay, you can put her back on the line.

Speaker speaker_3: Hey.

Speaker speaker_0: Yes, hello. My name is Francesca and her coverage does show active for this week.

Speaker speaker_3: Is there any co-pay?

Speaker speaker_0: She will have to speak with our carrier. We're just the account administrator.

Speaker speaker_3: Okay. Um, do you mind giving me a reference number?

Speaker speaker_0: Sure thing. It will be 1112... 2024... FB.

Speaker speaker_3: FB?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_3: All right, thank you.

Speaker speaker_0: No problem, did she need her carrier information?

Speaker speaker_1: Um, I'm sorry, because obviously we have a co-pay

Speaker speaker_4: She said probably she needs to know if they have co-pay or not.

Speaker speaker_0: I'm sorry?

Speaker speaker_4: Does she... She said it's okay.

Speaker speaker_0: Oh, okay. Do you need it, Ms. Young? Your carrier's information for that medical plan?

Speaker speaker_4: No, thank you.

Speaker speaker_0: Understood. Have a wonderful rest of your day.

Speaker speaker_4: You too.