

Transcript: Francesca

Baez-4842967928717312-6521500673556480

Full Transcript

Thank you for calling Benefit to Inquire. My name is Francesca. How can I assist you today? Hi, Francesca. My name is Stephanie. Uh, I was calling to verify benefits for a patient being seen at here at urgent care. Sure thing, ma'am. And what is the name of the urgent care office you're calling with? Medcare Urgent Care. And what is that patient's first and last name? The first name is David, last name Garcia. G-A-R-C-I-A. And date of birth? Birthdate is 10/17 of 2003. Oh, is this... Oh, wait, is this medical? Yes, ma'am. Um, so he is currently active for medical services with American Public Life. Okay. And do you have any benefits information, copays? I will have to get you over to the carrier for that. I can give you their phone number before I transfer you if you like. Sure. Let me know when you're ready. I'm ready. It is 800-256-8606. Okay. And that's who just transferred me to you? I'm not sure why American Public Life would transfer you. We don't have any information as far as the policy goes. We're only an account administrator. Okay. Thank you so much. Of course. So I'm going to go ahead and get you transferred over? Please. All right. One second, please. Thank you. My pleasure.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit to Inquire. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi, Francesca. My name is Stephanie. Uh, I was calling to verify benefits for a patient being seen at here at urgent care.

Speaker speaker_0: Sure thing, ma'am. And what is the name of the urgent care office you're calling with?

Speaker speaker_1: Medcare Urgent Care.

Speaker speaker_0: And what is that patient's first and last name?

Speaker speaker_1: The first name is David, last name Garcia. G-A-R-C-I-A.

Speaker speaker_0: And date of birth?

Speaker speaker_1: Birthdate is 10/17 of 2003.

Speaker speaker_0: Oh, is this... Oh, wait, is this medical?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Um, so he is currently active for medical services with American Public Life.

Speaker speaker_1: Okay. And do you have any benefits information, copays?

Speaker speaker_0: I will have to get you over to the carrier for that. I can give you their phone number before I transfer you if you like.

Speaker speaker_1: Sure.

Speaker speaker_0: Let me know when you're ready.

Speaker speaker_1: I'm ready.

Speaker speaker_0: It is 800-256-8606.

Speaker speaker_1: Okay. And that's who just transferred me to you?

Speaker speaker_0: I'm not sure why American Public Life would transfer you. We don't have any information as far as the policy goes. We're only an account administrator.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: Of course. So I'm going to go ahead and get you transferred over?

Speaker speaker_1: Please.

Speaker speaker_0: All right. One second, please.

Speaker speaker_1: Thank you.

Speaker speaker_0: My pleasure.