

Transcript: Franchesca

Baez-4924673881063424-5996068203446272

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-0-4. My name is ... How can I assist you today? Hi. I was calling to check eligibility for a patient. Can you help me with that? Yes, ma'am. Which provider or office are you calling with, and what is your name please? Um, it's Amy and I'm with Patient Access at Blanchard Valley Hospital. One moment. What is the first and last name of that patient? It's Patricia Newcomer. Do you want her date of birth? Bear with me one moment. I need to try to find it first and then I'll ask for the date of birth to verify it. Okay. P-A-T-R-I-C-I-A, right, for the first name? Yes, mm-hmm. And the last name N-E-W-C-O-M-E-R? Correct. Is she dependent by any chance on someone else's policy? I'm not populating anything with that first and last. On Daniel. Newcomer as well? Yes. D-A-N-I-E-L? Yes. Mm-hmm. I'm also not populating anything with that first and last name. Hmm. Okay. Um, yeah, I... This is the number they gave me. It's through Times Services. And you did say it's D-A-N-I-E-L? Daniel, yeah. Do you have his date of birth? Um, let me look here. Um, it's 12/13/1969. Any chance you have their address or his last four of the Social? Um, let me look here. Their address is 2329 East Dundee Drive and that's Findlay, Ohio 45840. Okay. So I did locate an account. The only thing is that the spelling of the first name is different, um, but I do see her on the policy. Oh, did they put up their Patty? No, his name is spelled differently. Um, but her name is showing us we did go over it. Patricia Newcomer. Okay. His name was spelled different? Yes, ma'am, on our system. That will be something that we would only be able to correct with him on the line, to be honest. Um, but I did confirm her. And that's fine. What is her date of birth? Her date of birth is 6/9/1964. Mm-hmm. Yes, definitely this is the right account. Um, I do see here her coverage became effective this Monday, 6/6/2024, I mean, 2025. Sorry. Okay. That's all I needed. Thank you. Of course. I hope you have a wonderful rest of your day and thank you for your patience while looking for the account. Thank you. You have a great day. You too. Bye. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits 10-0-4. My name is ...

Speaker speaker_2: How can I assist you today?

Speaker speaker_1: Hi. I was calling to check eligibility for a patient. Can you help me with that?

Speaker speaker_2: Yes, ma'am. Which provider or office are you calling with, and what is your name please?

Speaker speaker_1: Um, it's Amy and I'm with Patient Access at Blanchard Valley Hospital.

Speaker speaker_2: One moment. What is the first and last name of that patient?

Speaker speaker_1: It's Patricia Newcomer. Do you want her date of birth?

Speaker speaker_2: Bear with me one moment. I need to try to find it first and then I'll ask for the date of birth to verify it.

Speaker speaker_1: Okay.

Speaker speaker_2: P-A-T-R-I-C-I-A, right, for the first name?

Speaker speaker_1: Yes, mm-hmm.

Speaker speaker_2: And the last name N-E-W-C-O-M-E-R?

Speaker speaker_1: Correct.

Speaker speaker_2: Is she dependent by any chance on someone else's policy? I'm not populating anything with that first and last.

Speaker speaker_1: On Daniel.

Speaker speaker_2: Newcomer as well?

Speaker speaker_1: Yes.

Speaker speaker_2: D-A-N-I-E-L?

Speaker speaker_1: Yes. Mm-hmm.

Speaker speaker_2: I'm also not populating anything with that first and last name.

Speaker speaker_1: Hmm. Okay. Um, yeah, I... This is the number they gave me. It's through Times Services.

Speaker speaker_2: And you did say it's D-A-N-I-E-L?

Speaker speaker_1: Daniel, yeah.

Speaker speaker_2: Do you have his date of birth?

Speaker speaker_1: Um, let me look here. Um, it's 12/13/1969.

Speaker speaker_2: Any chance you have their address or his last four of the Social?

Speaker speaker_1: Um, let me look here. Their address is 2329 East Dundee Drive and that's Findlay, Ohio 45840.

Speaker speaker_2: Okay. So I did locate an account. The only thing is that the spelling of the first name is different, um, but I do see her on the policy.

Speaker speaker_1: Oh, did they put up their Patty?

Speaker speaker_2: No, his name is spelled differently. Um, but her name is showing us we did go over it. Patricia Newcomer.

Speaker speaker_1: Okay. His name was spelled different?

Speaker speaker_2: Yes, ma'am, on our system. That will be something that we would only be able to correct with him on the line, to be honest. Um, but I did confirm her.

Speaker speaker_1: And that's fine.

Speaker speaker_2: What is her date of birth?

Speaker speaker_1: Her date of birth is 6/9/1964.

Speaker speaker_2: Mm-hmm. Yes, definitely this is the right account. Um, I do see here her coverage became effective this Monday, 6/6/2024, I mean, 2025. Sorry.

Speaker speaker_1: Okay. That's all I needed. Thank you.

Speaker speaker_2: Of course. I hope you have a wonderful rest of your day and thank you for your patience while looking for the account.

Speaker speaker_1: Thank you. You have a great day.

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Bye.