

Transcript: Francesca

Baez-4962375671267328-5409808184295424

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Hi, my name is Nora, calling from McLeod Orthopedics Florence. Check on a claim status. Could you please help me? Yes, ma'am, I can try to assist you. When you say your name was Nora? Yes, that's correct. May I also have your loan piece? Sure thing, ma'am. My name is Francesca. Could you repeat the provider office you're calling with? Yes. The office name is McLeod Orthopedics Florence. And what is the first and last name of the patient? The patient's name is Jeffrey McCollum. McCollum, M-C-C-O-L-L-U-M? Yes, that's correct. And how do you spell his first name? Yes, it spells J-E-F-F-E-R-Y. And what is his date of birth? His date of birth is on June 13th of 1984. And was this for medical, dental or vision? For a medical claim. And what day were these services provided? The date of service was on September 13 of 2024. So this member specifically never had benefits with Harness Personal, which is your employee that we administer. He was never enrolled into any coverage. Okay. Uh, I mean, do you have the right, uh, I mean, do you have the right, uh, contact number for the, to check on a claim status for this member? So, ma'am, once again, he never had insurance. We... You wouldn't be able to check on a claim status since he never had the insurance. There wouldn't be a way to make a claim with no insurance coverage. Okay. Uh, can we try to pull up with the, uh, member ID? I do have the member ID. I would not be able to, ma'am. My system wouldn't let me. We're only an account administrator. I don't have any way to put a member ID on. Okay. Okay then, thank you so much for the information. Um, could you, uh, spell out your name for me, if you don't mind? Okay. Thanks. So it's McLeod as in Mike, Ross and Ryan, A as in Anna, N as in Nancy, C as in Charles, H as in hotel, E as in elephant, S as in Sam. C as in Charles, A as in Anna. Okay. Thank you so much. Our pleasure. Hope you have a wonderful rest of your day. Yes, you too. Take care. Buh-bye. 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 in a Car. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hi, my name is Nora, calling from McLeod Orthopedics Florence. Check on a claim status. Could you please help me?

Speaker speaker_1: Yes, ma'am, I can try to assist you. When you say your name was Nora?

Speaker speaker_2: Yes, that's correct. May I also have your loan piece?

Speaker speaker_1: Sure thing, ma'am. My name is Francesca. Could you repeat the provider office you're calling with?

Speaker speaker_2: Yes. The office name is McLeod Orthopedics Florence.

Speaker speaker_1: And what is the first and last name of the patient?

Speaker speaker_2: The patient's name is Jeffrey McCollum.

Speaker speaker_1: McCollum, M-C-C-O-L-L-U-M?

Speaker speaker_2: Yes, that's correct.

Speaker speaker_1: And how do you spell his first name?

Speaker speaker_2: Yes, it spells J-E-F-F-E-R-Y.

Speaker speaker_1: And what is his date of birth?

Speaker speaker_2: His date of birth is on June 13th of 1984.

Speaker speaker_1: And was this for medical, dental or vision?

Speaker speaker_2: For a medical claim.

Speaker speaker_1: And what day were these services provided?

Speaker speaker_2: The date of service was on September 13 of 2024.

Speaker speaker_1: So this member specifically never had benefits with Harness Personal, which is your employee that we administer. He was never enrolled into any coverage.

Speaker speaker_2: Okay. Uh, I mean, do you have the right, uh, I mean, do you have the right, uh, contact number for the, to check on a claim status for this member?

Speaker speaker_1: So, ma'am, once again, he never had insurance. We... You wouldn't be able to check on a claim status since he never had the insurance. There wouldn't be a way to make a claim with no insurance coverage.

Speaker speaker_2: Okay. Uh, can we try to pull up with the, uh, member ID? I do have the member ID.

Speaker speaker_1: I would not be able to, ma'am. My system wouldn't let me. We're only an account administrator. I don't have any way to put a member ID on.

Speaker speaker_2: Okay. Okay then, thank you so much for the information. Um, could you, uh, spell out your name for me, if you don't mind?

Speaker speaker_1: Okay. Thanks. So it's McLeod as in Mike, Ross and Ryan, A as in Anna, N as in Nancy, C as in Charles, H as in hotel, E as in elephant, S as in Sam. C as in Charles, A as in Anna.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: Our pleasure. Hope you have a wonderful rest of your day.

Speaker speaker_2: Yes, you too. Take care. Buh-bye.

Speaker speaker_1: Bye-bye.