

## Transcript: Franchesca

**Baez-5008298844045312-6003787118886912**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for holding my ■■■■ I'm Francesca. How can I assist you today? Yes, hi, Francesca. Um, my name is Christina with, uh, Providence St. Mary's. I have a patient that has a visit scheduled with us today and I need to verify her eligibility with, uh, her 90 Degree Benefit Plan. Okay. So you just need to verify that the plan is active? Yes, ma'am. And then of course, I believe it looks like she has... And then her co-pays. I'm just viewing the card she submitted on the, uh, her portal. Okay. And you said that you're with Providence Health Care? Yes. What is the first and the last name for that patient? Fallas is the last name. It's F-A-L-L-A-S. And her first name is Nicole, N-I-C-O-L-E. And you said that last name was F-A-L-L-A-S? Yes. F as in Frank. What is the date of birth? Um... Oops, let me jump back into her schedule here. Sorry. I had her up. It's okay. Uh, July 27, 1989. Okay. So I can show her that she's currently active from September 30th to the current da- um, week. Now the only thing is her benefits are with two different carriers. She has her preventative, um, as well as her visits with 90 Degree. And then she has her hospital and ambulatory services with American Public Life. But as far as the copay goes, that will be with 90 Degree, so I'll get you transferred over to them. Okay? Perfect. Thank you so much, Francesca. No problem there. Give me one moment while I get you transferred. Okay, thank you.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for holding my ■■■■ I'm Francesca. How can I assist you today?

Speaker speaker\_2: Yes, hi, Francesca. Um, my name is Christina with, uh, Providence St. Mary's. I have a patient that has a visit scheduled with us today and I need to verify her eligibility with, uh, her 90 Degree Benefit Plan.

Speaker speaker\_1: Okay. So you just need to verify that the plan is active?

Speaker speaker\_2: Yes, ma'am. And then of course, I believe it looks like she has... And then her co-pays. I'm just viewing the card she submitted on the, uh, her portal.

Speaker speaker\_1: Okay. And you said that you're with Providence Health Care?

Speaker speaker\_2: Yes.

Speaker speaker\_1: What is the first and the last name for that patient?

Speaker speaker\_2: Fallas is the last name. It's F-A-L-L-A-S. And her first name is Nicole, N-I-C-O-L-E.

Speaker speaker\_1: And you said that last name was F-A-L-L-A-S?

Speaker speaker\_2: Yes. F as in Frank.

Speaker speaker\_1: What is the date of birth?

Speaker speaker\_2: Um... Oops, let me jump back into her schedule here. Sorry. I had her up.

Speaker speaker\_1: It's okay.

Speaker speaker\_2: Uh, July 27, 1989.

Speaker speaker\_1: Okay. So I can show her that she's currently active from September 30th to the current da- um, week. Now the only thing is her benefits are with two different carriers. She has her preventative, um, as well as her visits with 90 Degree. And then she has her hospital and ambulatory services with American Public Life. But as far as the copay goes, that will be with 90 Degree, so I'll get you transferred over to them. Okay?

Speaker speaker\_2: Perfect. Thank you so much, Francesca.

Speaker speaker\_1: No problem there. Give me one moment while I get you transferred.

Speaker speaker\_2: Okay, thank you.