

Transcript: Francesca

Baez-5011001985941504-6292849269620736

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Card. My name is Francesca. How can I assist you? Hi, this is Sam calling from provider's office to check the claim status. What provider office? Centerpoint Medical Center. Centerpoint Medical Center? Yes. What is the first and last name of that member? It's William L. Thompson, date of birth is May 7th, 2001. Give me one moment. Okay. By any chance do you have an address for this member? 205 W. Jefferson Street, Bucknell, Montana 64016. All right. And is this from medical or dental revision? Medical. And what day were the services provided on for that claim? July 17th, 2024. There we go. So the member was active in a medical preventative care plan with the carrier 90 Degree during that time. I feel like I can give you their phone number before I get you transferred over to have the status of that claim. Okay. Let me know when you're ready for the phone number. Can I get the phone number? Yes, please. Of course. 800- Okay. -833- Okay. -4296. Okay. And that will be option one. All right. You ready for the transfer? Yes. Have a wonderful rest of your day, Ms. Sam. Bye. Same to you.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefit Card. My name is Francesca. How can I assist you?

Speaker speaker_2: Hi, this is Sam calling from provider's office to check the claim status.

Speaker speaker_1: What provider office?

Speaker speaker_2: Centerpoint Medical Center.

Speaker speaker_1: Centerpoint Medical Center?

Speaker speaker_2: Yes.

Speaker speaker_1: What is the first and last name of that member?

Speaker speaker_2: It's William L. Thompson, date of birth is May 7th, 2001.

Speaker speaker_1: Give me one moment.

Speaker speaker_2: Okay.

Speaker speaker_1: By any chance do you have an address for this member?

Speaker speaker_2: 205 W. Jefferson Street, Bucknell, Montana 64016.

Speaker speaker_1: All right. And is this from medical or dental revision?

Speaker speaker_2: Medical.

Speaker speaker_1: And what day were the services provided on for that claim?

Speaker speaker_2: July 17th, 2024.

Speaker speaker_1: There we go. So the member was active in a medical preventative care plan with the carrier 90 Degree during that time. I feel like I can give you their phone number before I get you transferred over to have the status of that claim.

Speaker speaker_2: Okay.

Speaker speaker_1: Let me know when you're ready for the phone number.

Speaker speaker_2: Can I get the phone number? Yes, please.

Speaker speaker_1: Of course. 800-

Speaker speaker_2: Okay.

Speaker speaker_1: -833-

Speaker speaker_2: Okay.

Speaker speaker_1: -4296.

Speaker speaker_2: Okay.

Speaker speaker_1: And that will be option one. All right. You ready for the transfer?

Speaker speaker_2: Yes.

Speaker speaker_1: Have a wonderful rest of your day, Ms. Sam.

Speaker speaker_2: Bye. Same to you.