

## Transcript: Francesca

**Baez-5106573464092672-6144512440713216**

### Full Transcript

Thank you for calling Benefits in the Car. My name is Francesca. How can I assist you today? Uh, how you doing? I'm a, um, member with your, uh, your benefits. Um, I'm at the doctor's appointment right now and I need you to, um, verify my, um, my active enrollment, please. 'Cause my doctor, they said they tried to call you but they couldn't, they didn't trust them to, so I called you myself. What staffing company do you work with? Um, TRC. I'm sorry? TRC. Oh, TRC. And what are the last four of your Social? 5040. 5040. Let's see. And what is the last name, sir? Hawkins. There you go. Okay, to make sure that I have located the right account, can you verify your mailing address and your date of birth for me? 3596 Mills Off-Road. And you said what else? Um... Your date of birth. My date of birth? Mm-hmm. July 11th, 2002. I have best contact same as the one you're calling me on, Indian 5794, with the email of mingo02002@yahoo.com? Correct. All right. And is this for medical or dental? Medical. Did you make sure that you're going to an in-network provider? Right, I, I did. All right, great. Okay, and do you need me to confirm it with them over the phone or do you need me to provide the information on the benefit card- Um- ... for that plan? Um, over the phone please. Okay, you can go ahead and put them on the line then. Okay. All right. I'll call. Hello? Yes, hello. Good afternoon. My name is Francesca of Benefits in the Car., how are you today? I'm doing well. How are you? Good, ma'am. Um, Mr. Hawkins said he needed me to verify his coverage with you guys. Yes. What information were you needing, ma'am? Um, eligibility and just to make sure that we're in network. All right, so I can verify the eligibility portion. Um, as far as the in-network, we don't have access to, but I can most definitely get you guys a number and transfer it to the multi-plan network provider. Okay. All right. So he is currently active for this week. Okay. He has a medical preventative care plan. Okay. With the carrier 90 Degree. Okay. Did you need the policy number as well? Was it D43510676? Yes, ma'am. Okay. And what's that phone number to get the benefits? Well, it's the 90 Degree network, sorry. For the network it will be 800- Mm-hmm. ... 457- Uh-huh. ... 1403. Oh, okay. All right. And if you need the 90 Degree phone number as well? I'll give them a call. Yep. Yes, please. Okay. Of course. So 90 Degree phone number is going to be 800- Mm-hmm. ... 833- Mm-hmm. ... 4296. Okay, that's the number I kept calling before this but they weren't opening. Okay. Oh, maybe they changed their Friday hours and I haven't noticed. And then I know there's supposed to be option one, and then from there it will give you another list of prompts to select from. Okay. No problem. Well, I'll give them a call. All right. And is there, there's anything else that Mr., um, Hawkins needs from us or it was just that? It was just that. Understood. Well, it was a pleasure speaking with you today. I hope you have a wonderful rest of your day. You too. Thank you. Bye. My pleasure. Goodbye. All, all done. Thanks.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in the Car. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Uh, how you doing? I'm a, um, member with your, uh, your benefits. Um, I'm at the doctor's appointment right now and I need you to, um, verify my, um, my active enrollment, please. 'Cause my doctor, they said they tried to call you but they couldn't, they didn't trust them to, so I called you myself.

Speaker speaker\_0: What staffing company do you work with?

Speaker speaker\_1: Um, TRC.

Speaker speaker\_0: I'm sorry?

Speaker speaker\_1: TRC.

Speaker speaker\_0: Oh, TRC. And what are the last four of your Social?

Speaker speaker\_1: 5040.

Speaker speaker\_0: 5040. Let's see. And what is the last name, sir?

Speaker speaker\_1: Hawkins.

Speaker speaker\_0: There you go. Okay, to make sure that I have located the right account, can you verify your mailing address and your date of birth for me?

Speaker speaker\_1: 3596 Mills Off-Road. And you said what else? Um...

Speaker speaker\_0: Your date of birth.

Speaker speaker\_1: My date of birth?

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: July 11th, 2002.

Speaker speaker\_0: I have best contact same as the one you're calling me on, Indian 5794, with the email of mingo02002@yahoo.com?

Speaker speaker\_1: Correct.

Speaker speaker\_0: All right. And is this for medical or dental?

Speaker speaker\_1: Medical.

Speaker speaker\_0: Did you make sure that you're going to an in-network provider?

Speaker speaker\_1: Right, I, I did.

Speaker speaker\_0: All right, great. Okay, and do you need me to confirm it with them over the phone or do you need me to provide the information on the benefit card-

Speaker speaker\_1: Um-

Speaker speaker\_0: ... for that plan?

Speaker speaker\_1: Um, over the phone please.

Speaker speaker\_0: Okay, you can go ahead and put them on the line then.

Speaker speaker\_1: Okay. All right. I'll call.

Speaker speaker\_2: Hello?

Speaker speaker\_0: Yes, hello. Good afternoon. My name is Francesca of Benefits in the Car., how are you today?

Speaker speaker\_2: I'm doing well. How are you?

Speaker speaker\_0: Good, ma'am. Um, Mr. Hawkins said he needed me to verify his coverage with you guys.

Speaker speaker\_2: Yes.

Speaker speaker\_0: What information were you needing, ma'am?

Speaker speaker\_2: Um, eligibility and just to make sure that we're in network.

Speaker speaker\_0: All right, so I can verify the eligibility portion. Um, as far as the in-network, we don't have access to, but I can most definitely get you guys a number and transfer it to the multi-plan network provider.

Speaker speaker\_2: Okay.

Speaker speaker\_0: All right. So he is currently active for this week.

Speaker speaker\_2: Okay.

Speaker speaker\_0: He has a medical preventative care plan.

Speaker speaker\_2: Okay.

Speaker speaker\_0: With the carrier 90 Degree.

Speaker speaker\_2: Okay.

Speaker speaker\_0: Did you need the policy number as well?

Speaker speaker\_2: Was it D43510676?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_2: Okay. And what's that phone number to get the benefits? Well, it's the 90 Degree network, sorry.

Speaker speaker\_0: For the network it will be 800-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_0: ... 457-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_0: ... 1403.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_0: All right. And if you need the 90 Degree phone number as well?

Speaker speaker\_2: I'll give them a call. Yep. Yes, please.

Speaker speaker\_0: Okay. Of course. So 90 Degree phone number is going to be 800-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_0: ... 833-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_0: ... 4296.

Speaker speaker\_2: Okay, that's the number I kept calling before this but they weren't opening. Okay.

Speaker speaker\_0: Oh, maybe they changed their Friday hours and I haven't noticed. And then I know there's supposed to be option one, and then from there it will give you another list of prompts to select from.

Speaker speaker\_2: Okay. No problem. Well, I'll give them a call.

Speaker speaker\_0: All right. And is there, there's anything else that Mr., um, Hawkins needs from us or it was just that?

Speaker speaker\_2: It was just that.

Speaker speaker\_0: Understood. Well, it was a pleasure speaking with you today. I hope you have a wonderful rest of your day.

Speaker speaker\_2: You too. Thank you. Bye.

Speaker speaker\_0: My pleasure. Goodbye.

Speaker speaker\_1: All, all done. Thanks.