

## **Transcript: Franchesca**

**Baez-5118545559732224-5529606897188864**

### **Full Transcript**

Thank you for calling . My name is Francesca. How can I assist you today? Uh, yes. Is this where you, uh, verify benefit coverage or is that the other number on the card? Um, it might be the other number on the card, if you like, I can still assist you this year if that specific number is active. Yes, I would need to know if like, uh, physical therapy needs pre-authorize-pre-authorized. Only thing is, we can verify whether or not they're active and get you to the right carrier. 'Cause we're not the carrier, we're just the account administrator. Okay. So you need the policy number? No, ma'am. Since we're not a carrier, I don't have anywhere to put that. What is your name and the provider office you're calling with, please? My name is Darla. Last name starts with a D and I'm calling from the Lawrence County Hospital. And what is the first and last name of your patient? It is, uh, Bobby Quinn. Q-U-I-N-N. And date of birth? His date of birth is 6-19-71. You said date of birth was 6-19-71? Yes. Do you know if he's a dependent on someone's policy? Yes he is. The wife is actually the subscriber. Beth Quinn. Okay. And what is her date of birth? 3-11-73. Okay. So and that policy that is active, that specific plan has two carriers on them. The primary carrier is 90 Degree and some hospital in that mid east with American Public Life. I can give you the phone number for both of them, if you like, and transfer you to American Public Life. Okay. What's the number? Okay. 90 Degree's phone number is 800-25- I mean, 833, sorry. 4296. And it will be option number one. And then, the American Public Life will be 800-256-8606. Okay. All right, and then bear with me one moment while I get you over to American Public Life.

### **Conversation Format**

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

Speaker speaker\_1: Uh, yes. Is this where you, uh, verify benefit coverage or is that the other number on the card?

Speaker speaker\_0: Um, it might be the other number on the card, if you like, I can still assist you this year if that specific number is active.

Speaker speaker\_1: Yes, I would need to know if like, uh, physical therapy needs pre-authorize- pre-authorized.

Speaker speaker\_0: Only thing is, we can verify whether or not they're active and get you to the right carrier. 'Cause we're not the carrier, we're just the account administrator.

Speaker speaker\_1: Okay. So you need the policy number?

Speaker speaker\_0: No, ma'am. Since we're not a carrier, I don't have anywhere to put that. What is your name and the provider office you're calling with, please?

Speaker speaker\_1: My name is Darla. Last name starts with a D and I'm calling from the Lawrence County Hospital.

Speaker speaker\_0: And what is the first and last name of your patient?

Speaker speaker\_1: It is, uh, Bobby Quinn. Q-U-I-N-N.

Speaker speaker\_0: And date of birth?

Speaker speaker\_1: His date of birth is 6-19-71.

Speaker speaker\_0: You said date of birth was 6-19-71?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Do you know if he's a dependent on someone's policy?

Speaker speaker\_1: Yes he is. The wife is actually the subscriber. Beth Quinn.

Speaker speaker\_0: Okay. And what is her date of birth?

Speaker speaker\_1: 3-11-73.

Speaker speaker\_0: Okay. So and that policy that is active, that specific plan has two carriers on them. The primary carrier is 90 Degree and some hospital in that mid east with American Public Life. I can give you the phone number for both of them, if you like, and transfer you to American Public Life.

Speaker speaker\_1: Okay.

Speaker speaker\_2: What's the number?

Speaker speaker\_0: Okay. 90 Degree's phone number is 800-25- I mean, 833, sorry. 4296. And it will be option number one. And then, the American Public Life will be 800-256-8606.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right, and then bear with me one moment while I get you over to American Public Life.