Transcript: Franchesca Baez-5129453688373248-6635371764695040

Full Transcript

Thank you for calling Benefits ... My name is Francesca. How can I assist you today? Hi, this is Catherine. I'm calling to have a ... office. Uh, I want to know the authorization status which were filed on March 3rd 19 2025. I'm sorry? I want to know the authorization status, pre-certification status. The certification status of what, ma'am? For the code, uh, HPIC code E as in echo, 0601 and E- So you're calling an account administrators for Health Benefits, ma'am? Are you calling in regards to a claim for medical services or something like that? No, I'm calling to have a med- medical services. I want to know the authorization status. We wouldn't have that information. We're an administrator. We're not an insurance company. We don't have any authorizations codes. So, so where we can, where I can try to get the authorization status? Once again, ma'am, the authorization status of what? I'm sorry. Of a medical claim? Yeah. That's what I asked you at first, ma'am. What provider office are you calling with? You're asking the provider office name? Excuse me? Whether you are asking the provider's office name? Yes, ma'am, I am. Yeah, Regional Home Care Inc. Regional Home Care Inc.? Yes. And what was your name? My name was Catherine. Catherine, what is the first and last name for the patient? It was George Rodriguez. Can you spell his last name? Rodriguez. It was R as in Romeo, O as in Oxford, D as in delta, R as in Romeo, I as in igloo, G as in gulf, U as in uniform, E as in echo, Z as in zebra. And how was his first name spelled? George. J as in jack, O as in oxford, E- R as in, uh, Romeo, G as in gulf, E as in echo. George. All right and lastly, what is his date of birth? It was 2/18/1980. 18... 80. 2/18. My records are showing that we do not have any member with any of the staffing companies with that first and last name and date of birth 1980, February 18th. Just give me a second. There is no patient found, right? I don't have any member for any staffing company with that first and last name and date of birth, no. Okay, just give me a second. Could you, could you please put it by the member ID? No, ma'am. Once again, we're an account administrator. My system doesn't have a way to anywhere for me to put a member ID. The only way that I will be able to locate your member or patient is with their first and last names, date of birth or if you have the last four of their social, I can try to see if there's anyone that matches that. But currently, there is no- Okay, just give me a second. I try to get the social, social security number. Just give me a second. Hello? Yes, ma'am? Okay. So is there any other option to find the member? Because I, I only have that name. George Rodriguez. J-O-R-G-E. George. No, ma'am. There isn't any other way for my assistant to locate a member without that information. I'm not able to put a policy or member ID number since my system is not the health insurance system. Okay. Just give me a second... Okay, uh, could you please find with the patient ID? My love, I have told you and advised you four times in total, I do not have anywhere to put a patient ID number. If I was the carrier, the insurance company, yes, but we are not. My system does not have anywhere for you to put that information. Can I know your name, please? Yes, ma'am.

My name is Francesca. Okay. So may I know your name, please? Yes, ma'am. Sorry? My name is Fran... My name is Francesca. Okay. May I have the reference number? Since I was not able to pull up an account, I do not have any reference number. Sorry. Okay. Thank you. Have a great day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits ... My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi, this is Catherine. I'm calling to have a ... office. Uh, I want to know the authorization status which were filed on March 3rd 19 2025.

Speaker speaker_0: I'm sorry?

Speaker speaker_1: I want to know the authorization status, pre-certification status.

Speaker speaker_0: The certification status of what, ma'am?

Speaker speaker_1: For the code, uh, HPIC code E as in echo, 0601 and E-

Speaker speaker_0: So you're calling an account administrators for Health Benefits, ma'am? Are you calling in regards to a claim for medical services or something like that?

Speaker speaker_1: No, I'm calling to have a med- medical services. I want to know the authorization status.

Speaker speaker_0: We wouldn't have that information. We're an administrator. We're not an insurance company. We don't have any authorizations codes.

Speaker speaker_1: So, so where we can, where I can try to get the authorization status?

Speaker speaker_0: Once again, ma'am, the authorization status of what? I'm sorry. Of a medical claim?

Speaker speaker_1: Yeah.

Speaker speaker_0: That's what I asked you at first, ma'am. What provider office are you calling with?

Speaker speaker_1: You're asking the provider office name?

Speaker speaker_0: Excuse me?

Speaker speaker_1: Whether you are asking the provider's office name?

Speaker speaker_0: Yes, ma'am, I am.

Speaker speaker_1: Yeah, Regional Home Care Inc.

Speaker speaker_0: Regional Home Care Inc.?

Speaker speaker_1: Yes.

Speaker speaker_0: And what was your name?

Speaker speaker_1: My name was Catherine.

Speaker speaker_0: Catherine, what is the first and last name for the patient?

Speaker speaker_1: It was George Rodriguez.

Speaker speaker_0: Can you spell his last name?

Speaker speaker_1: Rodriguez. It was R as in Romeo, O as in Oxford, D as in delta, R as in Romeo, I as in igloo, G as in gulf, U as in uniform, E as in echo, Z as in zebra.

Speaker speaker_0: And how was his first name spelled?

Speaker speaker_1: George. J as in jack, O as in oxford, E- R as in, uh, Romeo, G as in gulf, E as in echo. George.

Speaker speaker_0: All right and lastly, what is his date of birth?

Speaker speaker_1: It was 2/18/1980.

Speaker speaker_0: 18... 80. 2/18. My records are showing that we do not have any member with any of the staffing companies with that first and last name and date of birth 1980, February 18th.

Speaker speaker_1: Just give me a second. There is no patient found, right?

Speaker speaker_0: I don't have any member for any staffing company with that first and last name and date of birth, no.

Speaker speaker_1: Okay, just give me a second. Could you, could you please put it by the member ID?

Speaker speaker_0: No, ma'am. Once again, we're an account administrator. My system doesn't have a way to anywhere for me to put a member ID. The only way that I will be able to locate your member or patient is with their first and last names, date of birth or if you have the last four of their social, I can try to see if there's anyone that matches that. But currently, there is no-

Speaker speaker_1: Okay, just give me a second. I try to get the social, social security number. Just give me a second. Hello?

Speaker speaker_0: Yes, ma'am?

Speaker speaker_1: Okay. So is there any other option to find the member? Because I, I only have that name. George Rodriguez. J-O-R-G-E. George.

Speaker speaker_0: No, ma'am. There isn't any other way for my assistant to locate a member without that information. I'm not able to put a policy or member ID number since my system is not the health insurance system.

Speaker speaker_1: Okay. Just give me a second... Okay, uh, could you please find with the patient ID?

Speaker speaker_0: My love, I have told you and advised you four times in total, I do not have anywhere to put a patient ID number. If I was the carrier, the insurance company, yes, but we are not. My system does not have anywhere for you to put that information.

Speaker speaker_1: Can I know your name, please?

Speaker speaker_0: Yes, ma'am. My name is Francesca.

Speaker speaker_1: Okay. So may I know your name, please?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Sorry?

Speaker speaker_0: My name is Fran... My name is Francesca.

Speaker speaker_1: Okay. May I have the reference number?

Speaker speaker_0: Since I was not able to pull up an account, I do not have any reference number. Sorry.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Have a great day.