

## **Transcript: Francesca**

**Baez-5201394272092160-5924206599258112**

### **Full Transcript**

Thank you for calling Benefits and Recruitment. My name is Francesca. How can I assist you today? I'd like to, uh, check benefits and eligibility for a, uh, patient. Who provider are you calling with and what is your name? I'm Cathy, and I'm calling from St. Joseph's Hospital in Breese. Do you need my NPI number? No, ma'am, that's fine. You need the tax ID? No, ma'am, that's fine. Oh, okay. And what is the... Hmm? Oh, no, it's just your first and last n- I mean, your first name and then the provider you're calling for. That's just for the record. Um, and then tell us your patient. Thank you. I'm calling for St. Joseph's Hospital in Breese. Yes, ma'am, and what is the first and last name of your patient? Victoria, and her last name is Jenkins, J-E-N-K-I-N-S. Let's see. Yeah. Okay. Do you have a date of birth? 05-23-1968. Oh, I see. It looks like my system has a double record for her. Do you have a full social by any chance? I am gonna end up needing it, I'm sorry. Oh, no problem. Wait a minute, let me pull it up. Okay. 350-72-4351. Okay, this is the right one. Okay. And is this for medical, dental or vision that you're verifying? It's medical. All right, so she is currently active with the carrier American Public Life on a PPO plan. A PPO plan? Okay. Mm-hmm. Do you need their contact information as well? The, uh... Whose contact information? The carrier's. Sure. All right, their phone number will be 800-256-8606. 8606. Okay, I have a question for you. Mm-hmm. Do you know what her benefits are? So to our knowledge, we just know that she's covered under PPO Hospital Indemnity, um, but if you were needing something like the deductibles and such, that would be with American Public Life. That would be at the 800-256-8606? Yes, ma'am. Do you want me to transfer you to them? Okay. Yes, please. Of course, one moment.

### **Conversation Format**

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

Speaker speaker\_1: I'd like to, uh, check benefits and eligibility for a, uh, patient.

Speaker speaker\_0: Who provider are you calling with and what is your name?

Speaker speaker\_1: I'm Cathy, and I'm calling from St. Joseph's Hospital in Breese. Do you need my NPI number?

Speaker speaker\_0: No, ma'am, that's fine.

Speaker speaker\_1: You need the tax ID?

Speaker speaker\_0: No, ma'am, that's fine.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: And what is the... Hmm? Oh, no, it's just your first and last n- I mean, your first name and then the provider you're calling for. That's just for the record. Um, and then tell us your patient.

Speaker speaker\_1: Thank you. I'm calling for St. Joseph's Hospital in Breese.

Speaker speaker\_0: Yes, ma'am, and what is the first and last name of your patient?

Speaker speaker\_1: Victoria, and her last name is Jenkins, J-E-N-K-I-N-S.

Speaker speaker\_0: Let's see. Yeah. Okay. Do you have a date of birth?

Speaker speaker\_1: 05-23-1968.

Speaker speaker\_0: Oh, I see. It looks like my system has a double record for her. Do you have a full social by any chance? I am gonna end up needing it, I'm sorry.

Speaker speaker\_1: Oh, no problem. Wait a minute, let me pull it up.

Speaker speaker\_0: Okay.

Speaker speaker\_1: 350-72-4351.

Speaker speaker\_0: Okay, this is the right one. Okay. And is this for medical, dental or vision that you're verifying?

Speaker speaker\_1: It's medical.

Speaker speaker\_0: All right, so she is currently active with the carrier American Public Life on a PPO plan.

Speaker speaker\_1: A PPO plan? Okay.

Speaker speaker\_0: Mm-hmm. Do you need their contact information as well?

Speaker speaker\_1: The, uh... Whose contact information?

Speaker speaker\_0: The carrier's.

Speaker speaker\_1: Sure.

Speaker speaker\_0: All right, their phone number will be 800-256-8606.

Speaker speaker\_1: 8606. Okay, I have a question for you.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Do you know what her benefits are?

Speaker speaker\_0: So to our knowledge, we just know that she's covered under PPO Hospital Indemnity, um, but if you were needing something like the deductibles and such, that

would be with American Public Life.

Speaker speaker\_1: That would be at the 800-256-8606?

Speaker speaker\_0: Yes, ma'am. Do you want me to transfer you to them?

Speaker speaker\_1: Okay. Yes, please.

Speaker speaker\_0: Of course, one moment.