

Transcript: Franchesca

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Full Transcript

Thank you for calling Benefit 10 Accra. My name is Francesca. How can I assist you today? Yes, I need to know if a patient has active coverage or not? Excuse me? I need to know if a patient has active coverage. Okay. What is your first name and the provider office you're calling with? My first name is Michelle, provider office is Prisma Health Upstate Psychiatry. And what is the first and last name of your patient? It's Dottie, D-O-T-T-I-E. Last name is Donley, D-O-N-L-E-Y. Let's see. And what is her date of birth? It is 9/14/1973. And any chance you have her current address? Um, I do. It's gonna be 215 Tucker Road in Spartanburg, South Carolina, 29306. All right. Yes, ma'am. She's currently active on a medical preventative plan that has a network requirement. All right. That's all I needed. Thank you. Of course. Hope you have a wonderful- All right. ... rest of your day, and thank you so much for your time today. You too. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit 10 Accra. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yes, I need to know if a patient has active coverage or not?

Speaker speaker_0: Excuse me?

Speaker speaker_1: I need to know if a patient has active coverage.

Speaker speaker_0: Okay. What is your first name and the provider office you're calling with?

Speaker speaker_1: My first name is Michelle, provider office is Prisma Health Upstate Psychiatry.

Speaker speaker_0: And what is the first and last name of your patient?

Speaker speaker_1: It's Dottie, D-O-T-T-I-E. Last name is Donley, D-O-N-L-E-Y.

Speaker speaker_0: Let's see. And what is her date of birth?

Speaker speaker_1: It is 9/14/1973.

Speaker speaker_0: And any chance you have her current address?

Speaker speaker_1: Um, I do. It's gonna be 215 Tucker Road in Spartanburg, South Carolina, 29306.

Speaker speaker_0: All right. Yes, ma'am. She's currently active on a medical preventative plan that has a network requirement.

Speaker speaker_1: All right. That's all I needed. Thank you.

Speaker speaker_0: Of course. Hope you have a wonderful-

Speaker speaker_1: All right.

Speaker speaker_0: ... rest of your day, and thank you so much for your time today.

Speaker speaker_1: You too. Thank you. Bye-bye.

Speaker speaker_0: Bye.