

Transcript: Francesca

Baez-5276773431689216-5543766449766400

Full Transcript

Thank you for calling Medical University, my name is Francesca. How can I assist you today?
Hi, Francesca. My name is Carol. I'm calling from Medical University, um... I don't even know where I'm calling from. Medical University Hospital Authority, calling to verify eligibility. Okay. Bear with me one moment. Sorry? Yes, I said bear with me one moment, please. Okay. What is the patient first and last name? Emma Grubbs, G-R-U-B-B-S... 6487. G-R-U-B-B-S. And you're checking on eligibility for medical- Yeah. ... dental or... Medical. Okay. So she's currently active for medical services with the carrier American Public Life. Okay. And what's the correct mailing address for the plan? I will have to get you transferred over to them for that information. Okay. Bear with me one moment. Do you want their phone number before I transfer? Sure. It is 800-256- Uh-huh. ... 8606. 8606. Thank you. No problem. One moment while I transfer you.

Conversation Format

Speaker speaker_0: Thank you for calling Medical University, my name is Francesca. How can I assist you today?

Speaker speaker_1: Hi, Francesca. My name is Carol. I'm calling from Medical University, um... I don't even know where I'm calling from. Medical University Hospital Authority, calling to verify eligibility.

Speaker speaker_0: Okay. Bear with me one moment.

Speaker speaker_1: Sorry?

Speaker speaker_0: Yes, I said bear with me one moment, please.

Speaker speaker_1: Okay.

Speaker speaker_0: What is the patient first and last name?

Speaker speaker_1: Emma Grubbs, G-R-U-B-B-S... 6487.

Speaker speaker_0: G-R-U-B-B-S. And you're checking on eligibility for medical-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... dental or...

Speaker speaker_1: Medical.

Speaker speaker_0: Okay. So she's currently active for medical services with the carrier American Public Life.

Speaker speaker_1: Okay. And what's the correct mailing address for the plan?

Speaker speaker_0: I will have to get you transferred over to them for that information.

Speaker speaker_1: Okay.

Speaker speaker_0: Bear with me one moment. Do you want their phone number before I transfer?

Speaker speaker_1: Sure.

Speaker speaker_0: It is 800-256-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... 8606.

Speaker speaker_1: 8606. Thank you.

Speaker speaker_0: No problem. One moment while I transfer you.