Transcript: Franchesca Baez-5483264476626944-5301828951916544

Full Transcript

Thank you for calling Benefits in a Cart. My name is Francesca. How can I assist you today? Hi, my name es Manas and I'm looking for a claim status. I'll confirm you're calling with? Hershey Medical Center. Um, how do you spell the name of that medical center? I'm sorry. It's H as in Harry, E as in echo, R as in Romeo, S as in Sierra. H as in Harry, E as in echo, Y as in Yankee. Hershey Medical Center. And by any chance on your claim, is the name of 90 Degree, MetLife or American Public Life on it? Uh, no. Okay, so we'll have to take a look and see which carrier has your claim. What is the patient's first and last name? Hmm, this is for, I think, Partners Care. Uh, you can check. Yes, sir, but in order for me to locate an account to see which carrier you need to speak with, I will need the first and last name of your patient, sir. Mm-hmm. Sure that, uh, first name is Lismel. It's L as in lucky, I as in ice cream, S as in sierra, M as in Mary, E as in echo, L as in lucky. And last name is Garcia. It's G as in golf, A as in alpha, R as in romeo, C as in cat, I as in ice cream, A as in alpha. And what is the date of birth? Date of birth is 6/2/1996. June 2nd, 1996. Do you know if your patient had another last name by any chance? Um, this is showing Almanzar Garcia. Okay. It was up for a... Well, actually it would not matter. So Mr. Romeo, my system, it shows that your patient has not had any active coverage ever with Partners Personal, their employee. Okay, but I do see a insurance card available for Partners Care and showing the effective termination and effective date of 4/25/22. You will have to speak with Partners Care directly then. We are Benefits in a Cart. We administer some of the benefits that Partners Personal offers but they do also have Partners Care to administer another section of their health insurance. You will have to speak with them to see whether or not your patient shows active on their side, 'cause in our on end, they have not requested any benefits at no point. Okay. Is it possible if you can check by the member ID there is another coverage or any other- I wouldn't be able to 'cause our system doesn't have where to put that since we're not the carrier. The only information that I can input into my system is first and last names, date of births or last four of the Social to locate an account. And at the moment, the only file with that specific first name, Lismel, is this file that I found for your patient with the other last name, Almanzar. Okay. No problem. May I have the call reference number? Sure thing. It will be N as in Nancy, H as in hotel, seven, D as in David, Z as in zebra, Z as in zebra, K as in kite, B as in Bob, Y as in yellow, P as in Peter. Okay, perfect. Uh, thank you so much. I think that is all for today. My pleasure. Have a great day. You too, bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, my name es Manas and I'm looking for a claim status.

Speaker speaker_0: I'll confirm you're calling with?

Speaker speaker_1: Hershey Medical Center.

Speaker speaker_0: Um, how do you spell the name of that medical center? I'm sorry.

Speaker speaker_1: It's H as in Harry, E as in echo, R as in Romeo, S as in Sierra. H as in Harry, E as in echo, Y as in Yankee. Hershey Medical Center.

Speaker speaker_0: And by any chance on your claim, is the name of 90 Degree, MetLife or American Public Life on it?

Speaker speaker_1: Uh, no.

Speaker speaker_0: Okay, so we'll have to take a look and see which carrier has your claim. What is the patient's first and last name?

Speaker speaker_1: Hmm, this is for, I think, Partners Care. Uh, you can check.

Speaker speaker_0: Yes, sir, but in order for me to locate an account to see which carrier you need to speak with, I will need the first and last name of your patient, sir.

Speaker speaker_1: Mm-hmm. Sure that, uh, first name is Lismel. It's L as in lucky, I as in ice cream, S as in sierra, M as in Mary, E as in echo, L as in lucky. And last name is Garcia. It's G as in golf, A as in alpha, R as in romeo, C as in cat, I as in ice cream, A as in alpha.

Speaker speaker_0: And what is the date of birth?

Speaker speaker_1: Date of birth is 6/2/1996. June 2nd, 1996.

Speaker speaker_2: Do you know if your patient had another last name by any chance?

Speaker speaker_1: Um, this is showing Almanzar Garcia.

Speaker speaker_2: Okay. It was up for a... Well, actually it would not matter. So Mr. Romeo, my system, it shows that your patient has not had any active coverage ever with Partners Personal, their employee.

Speaker speaker_1: Okay, but I do see a insurance card available for Partners Care and showing the effective termination and effective date of 4/25/22.

Speaker speaker_2: You will have to speak with Partners Care directly then. We are Benefits in a Cart. We administer some of the benefits that Partners Personal offers but they do also have Partners Care to administer another section of their health insurance. You will have to speak with them to see whether or not your patient shows active on their side, 'cause in our on end, they have not requested any benefits at no point.

Speaker speaker_1: Okay. Is it possible if you can check by the member ID there is another coverage or any other-

Speaker speaker_2: I wouldn't be able to 'cause our system doesn't have where to put that since we're not the carrier. The only information that I can input into my system is first and last names, date of births or last four of the Social to locate an account. And at the moment, the only file with that specific first name, Lismel, is this file that I found for your patient with the other last name, Almanzar.

Speaker speaker_1: Okay. No problem. May I have the call reference number?

Speaker speaker_2: Sure thing. It will be N as in Nancy, H as in hotel, seven, D as in David, Z as in zebra, Z as in zebra, K as in kite, B as in Bob, Y as in yellow, P as in Peter.

Speaker speaker_1: Okay, perfect. Uh, thank you so much. I think that is all for today.

Speaker speaker_2: My pleasure. Have a great day.

Speaker speaker_1: You too, bye-bye.