

Transcript: Francesca

Baez-5492604961210368-5130547283804160

Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Uh, yes, my name is Chris and I'm calling from UPMC Harrisburg Hospitals. I'm calling because one of your members was admitted under observation status and I wanted to see if, uh, authorization was required? Sure thing, miss. Bear with me one moment. Mm-hmm. And what is the first and last name of your patient? Cheryl Griffin. M-C-H-E-R-Y-L. Griffin's G-R-I-F-F-I-N. And the date of birth? Date of birth is September 25th, 1964. So her medical plan is currently with the carrier American Public Life. I can give you their phone number, but I will have to transfer you to them to know whether or not there's any pre-authorization needed. Okay. Go ahead please. The phone number is 800- Uh-huh. ... 2-5-6- Okay. ... 8-6-0-6. And their name was American Republic or just Public Life? Public Life. Okay. Gotcha. All right. Well, thank you for your help. Of course. It was my pleasure. Have a great day. You too. Bye. Bye.

Conversation Format

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

Speaker speaker_1: Uh, yes, my name is Chris and I'm calling from UPMC Harrisburg Hospitals. I'm calling because one of your members was admitted under observation status and I wanted to see if, uh, authorization was required?

Speaker speaker_0: Sure thing, miss. Bear with me one moment.

Speaker speaker_1: Mm-hmm.

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

Speaker speaker_1: Cheryl Griffin. M-C-H-E-R-Y-L. Griffin's G-R-I-F-F-I-N.

Speaker speaker_0: And the date of birth?

Speaker speaker_1: Date of birth is September 25th, 1964.

Speaker speaker_0: So her medical plan is currently with the carrier American Public Life. I can give you their phone number, but I will have to transfer you to them to know whether or not there's any pre-authorization needed.

Speaker speaker_1: Okay. Go ahead please.

Speaker speaker_0: The phone number is 800- Uh-huh. ... 2-5-6-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 8-6-0-6.

Speaker speaker_1: And their name was American Republic or just Public Life?

Speaker speaker_0: Public Life.

Speaker speaker_1: Okay. Gotcha. All right. Well, thank you for your help.

Speaker speaker_0: Of course. It was my pleasure. Have a great day.

Speaker speaker_1: You too. Bye.

Speaker speaker_0: Bye.