

## **Transcript: Francesca**

**Baez-5548509311582208-6065554922979328**

### **Full Transcript**

Thank you for calling Benefit Teller My name is Francesca. How can I assist you today? Hi, I am trying to see if I can get, um, s- an eligel- eligibility breakdown either faxed to me or verbally given to me. Okay. Oh, when you say eligibility breakdown... Mm-hmm. What do you mean by that, like right now? Okay, so- Like what kind of benefits they have and how much is covered. Okay. So the staffing companies offer PPO limited plans. The information that we have access to is through their benefit guide. Okay. So that'll be the information I'll be providing today. Are you a current member with one of the staffing companies? No, I'm a provider. Okay. And what is the provider office you're calling with? It is Summer Dental of Yukon. And what is your first name? Jade, J-A-D-E. What is the first and last name of the patient you're calling for? Um, I cannot pronounce her last name, but I think... So the first name's Jessica and I think Kniess is the last name. It's K-N-I-E-S-S. What is her date of birth? It is... Hold on one second here, sorry. It is November 2nd of 1979. Yeah. Who'd you ask about? Yeah, yes, yeah. Uh-huh. All right, so I show that member active in dental coverage. Okay. Was, was that the type of service you were calling in for today, correct? Yeah, so I was just needing to- Okay. ... know like, you know, what's covered, what's not. Okay. Um, so specifically to know what the policy covers, usually you'll have to speak with the carrier, American Public Life. The information that I'm going to provide to you is just the very basic information to the plan. But to know of a specific procedure like let's say, wisdom teeth getting pulled or a cavity filled in, that's something that you have to verify with the carrier. Is that what you're trying to do by any chance? No, I'm, I'm wanting to just get, like, you know, like the breakdown for like her preventative, stuff like that. Like, you know, how much do they- Okay. ... cover for like, cleanings and stuff like that. Oh, okay, okay. She's coming for her first time. Okay. Um, yes, the information that I have is going to somewhat be that way. It might lack some information. Okay. Um, but what I have in front of me is that her preventative services are covered at 100%. Okay. Her basic services, basic restoratives and radiographs will be covered at 80%. Okay. And then the annual minimum in services that is going to cover the maximum, sorry, will be \$500. Okay. And then, um, is there any coverage of... Like, are you showing any coverage for like, crowns or anything like that? No, those will be specific service questions. American Public Life will have that information. Okay. Yeah, 'cause she doesn't have her card or anything yet. We're just kind of going off of like, the information she's given us. So, uh... But okay. Mm-hmm. I just need to know that she's coming in for a cleaning and stuff, so, um, but I will get that in there. Okay. I appreciate you. Of course. Um, I'll be... Do you need their carrier phone number by any chance, in the event that you run into any issues? Yeah, because this is the number she gave me and said it was their number, so. Yes, a lot of the members are a bit confused on the way the system works and the carriers and such. Mm-hmm. The American Public Life phone number will be 800- Okay. ... 256- Okay. ... 8606.

Perfect. All right, I appreciate you. Thank you. My pleasure. Have a great day. Okay, bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefit Teller

Speaker speaker\_1: My name is Francesca. How can I assist you today?

Speaker speaker\_2: Hi, I am trying to see if I can get, um, s- an eligel- eligibility breakdown either faxed to me or verbally given to me.

Speaker speaker\_0: Okay. Oh, when you say eligibility breakdown...

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_0: What do you mean by that, like right now? Okay, so-

Speaker speaker\_2: Like what kind of benefits they have and how much is covered.

Speaker speaker\_0: Okay. So the staffing companies offer PPO limited plans. The information that we have access to is through their benefit guide.

Speaker speaker\_2: Okay.

Speaker speaker\_0: So that'll be the information I'll be providing today. Are you a current member with one of the staffing companies?

Speaker speaker\_2: No, I'm a provider.

Speaker speaker\_0: Okay. And what is the provider office you're calling with?

Speaker speaker\_2: It is Summer Dental of Yukon.

Speaker speaker\_0: And what is your first name?

Speaker speaker\_2: Jade, J-A-D-E.

Speaker speaker\_0: What is the first and last name of the patient you're calling for?

Speaker speaker\_2: Um, I cannot pronounce her last name, but I think... So the first name's Jessica and I think Kniess is the last name. It's K-N-I-E-S-S.

Speaker speaker\_0: What is her date of birth?

Speaker speaker\_2: It is... Hold on one second here, sorry. It is November 2nd of 1979.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Who'd you ask about? Yeah, yes, yeah. Uh-huh. All right, so I show that member active in dental coverage.

Speaker speaker\_2: Okay.

Speaker speaker\_0: Was, was that the type of service you were calling in for today, correct?

Speaker speaker\_2: Yeah, so I was just needing to-

Speaker speaker\_0: Okay.

Speaker speaker\_2: ... know like, you know, what's covered, what's not.

Speaker speaker\_0: Okay. Um, so specifically to know what the policy covers, usually you'll have to speak with the carrier, American Public Life. The information that I'm going to provide to you is just the very basic information to the plan. But to know of a specific procedure like let's say, wisdom teeth getting pulled or a cavity filled in, that's something that you have to verify with the carrier. Is that what you're trying to do by any chance?

Speaker speaker\_2: No, I'm, I'm wanting to just get, like, you know, like the breakdown for like her preventative, stuff like that. Like, you know, how much do they-

Speaker speaker\_0: Okay.

Speaker speaker\_2: ... cover for like, cleanings and stuff like that.

Speaker speaker\_0: Oh, okay, okay.

Speaker speaker\_2: She's coming for her first time.

Speaker speaker\_0: Okay. Um, yes, the information that I have is going to somewhat be that way. It might lack some information.

Speaker speaker\_2: Okay.

Speaker speaker\_0: Um, but what I have in front of me is that her preventative services are covered at 100%.

Speaker speaker\_2: Okay.

Speaker speaker\_0: Her basic services, basic restoratives and radiographs will be covered at 80%.

Speaker speaker\_2: Okay.

Speaker speaker\_0: And then the annual minimum in services that is going to cover the maximum, sorry, will be \$500.

Speaker speaker\_2: Okay. And then, um, is there any coverage of... Like, are you showing any coverage for like, crowns or anything like that?

Speaker speaker\_0: No, those will be specific service questions. American Public Life will have that information.

Speaker speaker\_2: Okay. Yeah, 'cause she doesn't have her card or anything yet. We're just kind of going off of like, the information she's given us. So, uh... But okay.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_2: I just need to know that she's coming in for a cleaning and stuff, so, um, but I will get that in there.

Speaker speaker\_0: Okay.

Speaker speaker\_2: I appreciate you.

Speaker speaker\_0: Of course. Um, I'll be... Do you need their carrier phone number by any chance, in the event that you run into any issues?

Speaker speaker\_2: Yeah, because this is the number she gave me and said it was their number, so.

Speaker speaker\_0: Yes, a lot of the members are a bit confused on the way the system works and the carriers and such.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_0: The American Public Life phone number will be 800-

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... 256-

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... 8606.

Speaker speaker\_2: Perfect. All right, I appreciate you. Thank you.

Speaker speaker\_0: My pleasure. Have a great day.

Speaker speaker\_2: Okay, bye-bye.