

## Transcript: Francesca

**Baez-5663280755949568-5959788453740544**

### Full Transcript

Thank you for calling Benefits in No Time. My name is Francesca. How can I assist you today? Hi. I'm just calling to confirm eligibility for one of my patients. Mm-hmm. Hello? Can you hear me? Oh, I can hear you now. Yes, ma'am. How can I assist you? Okay. I'm just calling to confirm eligibility for one of my patients. All right. And what is your name and the provider office you're calling with? Okay. My name is Samantha and I'm calling with Nationwide Children's Hospital. Nationwide Children Hospital? Mm-hmm. Do you want the tax ID number? Um, actually no 'cause we're not the carrier. We're actually an account administrator. Okay. I'm going to need the first and last name to try to locate the account. Oh, okay. Um, Samantha Escobar-Lopez. That's my first and last name. Are you on the policy for someone else? No, ma'am. I'm a provider so I'm looking to confirm eligibility for one of my patients. Okay. I'm sorry, Ms. Samantha. I need that patient's first and last name to locate their account. Oh, okay. That makes more sense. Okay. Yeah. So the patient's first and last name is- Mm-hmm. ... Jeremiah Burnell. Could you spell the last name? Yep. It's B-U-R-N-E-L-L. Let's see. Are they already dependent on someone else's policy by any chance, do you know? I'm sorry? Yes, do you know if they're dependent on someone else's policy? Is Jeremiah the dependent? Yes, 'cause I'm not locating any account with the first name Jeremiah and that last name. That's B as in boy, U as in umbrella, R as in Nancy, E-L-L? Yes, ma'am. Hmm. Okay. No, he said he's the main person on the account. Um... What is the date of birth? Yeah. Okay, his date of birth is November 18th of 1988. Let's see. Yes, I do not have any file matching that last name or date of birth. Hmm. Okay, that's fine. Um, that's so weird. The, the last lady... What in the world? The lady that I just got off the phone with- ... maybe she gave me the wrong phone number. I don't know. I just got off the phone with this other lady and she told me that this was the right phone number to call. She, like, asked for the guy's name and date of birth and was like, "Oh, this is what I show to call for his medical verification." Yes, usually we will be able to find them this way, but I... It is that one fact that there's no account with the last name and date of birth or with the first name, date of birth and last name- Hmm. ... in our system at all. That's so weird. And, like, the... Do you think the other lady looked him up or that's just something you guys always have to do? Um, no, this is something that usually they advise you to do with us. Um, it could be either the patient itself informing you to do that or it could be their... 'Cause sometimes the members themselves don't- But I'm asking, like, I'm asking, like, the lady that was on the pharmacy line, whatever, it doesn't matter. It's fine. I, I won't be able to verify it anyways. I just wanted to try again and see if there was a different phone number. But it's okay. Understood. I apologize. It's okay. Is... All right. I almost asked you is there anything else I can help you with today. Okay. Well, that's all I needed. Thank you so much. You know, calling in. Okay. You're welcome. Okay. Have a good one. Have a good one. Thank you.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in No Time. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Hi. I'm just calling to confirm eligibility for one of my patients.

Speaker speaker\_0: Mm-hmm. Hello?

Speaker speaker\_1: Can you hear me?

Speaker speaker\_0: Oh, I can hear you now. Yes, ma'am. How can I assist you?

Speaker speaker\_1: Okay. I'm just calling to confirm eligibility for one of my patients.

Speaker speaker\_0: All right. And what is your name and the provider office you're calling with?

Speaker speaker\_1: Okay. My name is Samantha and I'm calling with Nationwide Children's Hospital.

Speaker speaker\_0: Nationwide Children Hospital?

Speaker speaker\_1: Mm-hmm. Do you want the tax ID number?

Speaker speaker\_0: Um, actually no 'cause we're not the carrier. We're actually an account administrator.

Speaker speaker\_1: Okay.

Speaker speaker\_0: I'm going to need the first and last name to try to locate the account.

Speaker speaker\_1: Oh, okay. Um, Samantha Escobar-Lopez. That's my first and last name.

Speaker speaker\_0: Are you on the policy for someone else?

Speaker speaker\_1: No, ma'am. I'm a provider so I'm looking to confirm eligibility for one of my patients.

Speaker speaker\_0: Okay. I'm sorry, Ms. Samantha. I need that patient's first and last name to locate their account.

Speaker speaker\_1: Oh, okay. That makes more sense. Okay.

Speaker speaker\_0: Yeah.

Speaker speaker\_1: So the patient's first and last name is-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... Jeremiah Burnell.

Speaker speaker\_0: Could you spell the last name?

Speaker speaker\_1: Yep. It's B-U-R-N-E-L-L.

Speaker speaker\_0: Let's see. Are they already dependent on someone else's policy by any chance, do you know?

Speaker speaker\_1: I'm sorry?

Speaker speaker\_0: Yes, do you know if they're dependent on someone else's policy?

Speaker speaker\_1: Is Jeremiah the dependent?

Speaker speaker\_0: Yes, 'cause I'm not locating any account with the first name Jeremiah and that last name.

Speaker speaker\_1: That's B as in boy, U as in umbrella, R as in Nancy, E-L-L?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Hmm. Okay. No, he said he's the main person on the account. Um...

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

Speaker speaker\_1: Yeah. Okay, his date of birth is November 18th of 1988.

Speaker speaker\_0: Let's see. Yes, I do not have any file matching that last name or date of birth.

Speaker speaker\_1: Hmm. Okay, that's fine. Um, that's so weird. The, the last lady... What in the world? The lady that I just got off the phone with- ... maybe she gave me the wrong phone number. I don't know. I just got off the phone with this other lady and she told me that this was the right phone number to call. She, like, asked for the guy's name and date of birth and was like, "Oh, this is what I show to call for his medical verification."

Speaker speaker\_0: Yes, usually we will be able to find them this way, but I... It is that one fact that there's no account with the last name and date of birth or with the first name, date of birth and last name-

Speaker speaker\_1: Hmm.

Speaker speaker\_0: ... in our system at all.

Speaker speaker\_1: That's so weird. And, like, the... Do you think the other lady looked him up or that's just something you guys always have to do?

Speaker speaker\_0: Um, no, this is something that usually they advise you to do with us. Um, it could be either the patient itself informing you to do that or it could be their... 'Cause sometimes the members themselves don't-

Speaker speaker\_1: But I'm asking, like, I'm asking, like, the lady that was on the pharmacy line, whatever, it doesn't matter. It's fine. I, I won't be able to verify it anyways. I just wanted to try again and see if there was a different phone number. But it's okay.

Speaker speaker\_0: Understood. I apologize.

Speaker speaker\_1: It's okay. Is... All right. I almost asked you is there anything else I can help you with today. Okay. Well, that's all I needed. Thank you so much. You know, calling in. Okay.

Speaker speaker\_0: You're welcome.

Speaker speaker\_1: Okay. Have a good one.

Speaker speaker\_0: Have a good one.

Speaker speaker\_1: Thank you.