

Transcript: Francesca

Baez-5696595269566464-6300106894131200

Full Transcript

Benefits Intercom, my name is Francesca. How can I assist you today? My name is Christie. I'm actually calling with Anchored Wellness and Recovery. I'm actually trying to get benefits on a client that we have to see what all his insurance will cover for our facility. Okay. I apologize, ma'am. You say your name was Christina what? Provider's office are you calling with? Christie. Uh, Anchored Wellness and Recovery. I'm sorry, ma'am, I have to write this down for my records. Could you slow down? Okay. It's Christie, C-H-R-I-S-T-I-E. The name of the facility is Anchored, A-N-C-H-O-R-E-D, Wellness and Recovery. And what is the patient's first and last name? Person's first and last name is Jason, J-A-S-O-N Cook, is his last name. And what is his date of birth? 01/07/1985. Okay, so is this for medical, dental or vision? Uh, medical. Okay. So his current carrier is American Public Life. I feel like I can give you their phone number and transfer you for further insurance information. Okay, that's fine. All right. Would you like me to give you their phone number before I let you transfer? Is it, is that not the number I just called? No, ma'am. You called Benefits Intercom, we only administer the health insurance but we're not the carrier. Okay. What's that number? It is 800- Uh-huh. ... 256-8606. Okay. 800-256- ... 8606. 860... Can you transfer me please? Sure thing. Have a great day. Thanks. You too.

Conversation Format

Speaker speaker_0: Benefits Intercom, my name is Francesca. How can I assist you today?

Speaker speaker_1: My name is Christie. I'm actually calling with Anchored Wellness and Recovery. I'm actually trying to get benefits on a client that we have to see what all his insurance will cover for our facility.

Speaker speaker_0: Okay. I apologize, ma'am. You say your name was Christina what? Provider's office are you calling with?

Speaker speaker_1: Christie. Uh, Anchored Wellness and Recovery.

Speaker speaker_0: I'm sorry, ma'am, I have to write this down for my records. Could you slow down?

Speaker speaker_1: Okay. It's Christie, C-H-R-I-S-T-I-E. The name of the facility is Anchored, A-N-C-H-O-R-E-D, Wellness and Recovery.

Speaker speaker_0: And what is the patient's first and last name?

Speaker speaker_1: Person's first and last name is Jason, J-A-S-O-N Cook, is his last name.

Speaker speaker_0: And what is his date of birth?

Speaker speaker_1: 01/07/1985.

Speaker speaker_0: Okay, so is this for medical, dental or vision?

Speaker speaker_1: Uh, medical.

Speaker speaker_0: Okay. So his current carrier is American Public Life. I feel like I can give you their phone number and transfer you for further insurance information.

Speaker speaker_1: Okay, that's fine.

Speaker speaker_0: All right. Would you like me to give you their phone number before I let you transfer?

Speaker speaker_1: Is it, is that not the number I just called?

Speaker speaker_0: No, ma'am. You called Benefits Intercom, we only administer the health insurance but we're not the carrier.

Speaker speaker_1: Okay. What's that number?

Speaker speaker_0: It is 800-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... 256-8606.

Speaker speaker_1: Okay. 800-256-

Speaker speaker_0: ... 8606.

Speaker speaker_1: 860... Can you transfer me please?

Speaker speaker_0: Sure thing. Have a great day.

Speaker speaker_1: Thanks. You too.