

## **Transcript: Francesca**

**Baez-5707443067207680-4506490955677696**

### **Full Transcript**

Thank you for calling Benefits 10-0-4. My name is Francesca. How can I help you? Um, sorry, what was your name? Francesca. Hi, Francesca. This is Patsy. You're on a recorded line. How are you? Good, ma'am. What office are you calling from? I am calling from SSM Health St. Anthony Oklahoma Hospital. You can assist in health, St. Anthony Oklahoma Hospital? SSM Health- Hmm. ... St. Anthony Oklahoma Hospital. Thank you. And how can we assist you today? I'm calling regarding a claim. They told me that this one may- may be through you. Can I give you the ID number? Is the name American Public Life or 90 Degree on that claim? It says 90 Degree but the- Mm-hmm. ... problem has been at the card and it says American Step Corporation. Um, let's see, plan... Let me see if I can see the back of the card. So 90 Degree- Yeah. ... is gonna be the carrier for the benefit card that you're currently looking at. I can take a look and see if the num- It starts with- Go ahead. The- the ID number starts with a D. That's okay. I was just gonna go ahead and explain that I don't have any way to put that. I'm not a carrier. We're an account administrator. So our system wouldn't have a spot for me to search it that way. I can search the patient by first and last name to see if they have services with the other carrier as well, if you would like, before getting you transferred to 90 Degree. Hmm, no. Uh, can you just transfer me to 90 Degree? Of course. Would you like their phone number before I do though? Yes. It is 800-833-4296. Okay. And that's what I dialed before, is there a certain option on these? Is this like a... Do I need to hit for a limited plan or something? We were advised to inform the members to press option one. I think it might be the same for the providers as well. Okay. All right. Thank you. Of course. Give me one moment while I get you transferred. Thank you.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits 10-0-4. My name is Francesca. How can I help you?

Speaker speaker\_1: Um, sorry, what was your name?

Speaker speaker\_0: Francesca.

Speaker speaker\_1: Hi, Francesca. This is Patsy. You're on a recorded line. How are you?

Speaker speaker\_0: Good, ma'am. What office are you calling from?

Speaker speaker\_1: I am calling from SSM Health St. Anthony Oklahoma Hospital.

Speaker speaker\_0: You can assist in health, St. Anthony Oklahoma Hospital?

Speaker speaker\_1: SSM Health-

Speaker speaker\_0: Hmm.

Speaker speaker\_1: ... St. Anthony Oklahoma Hospital.

Speaker speaker\_0: Thank you. And how can we assist you today?

Speaker speaker\_1: I'm calling regarding a claim. They told me that this one may- may be through you. Can I give you the ID number?

Speaker speaker\_0: Is the name American Public Life or 90 Degree on that claim?

Speaker speaker\_1: It says 90 Degree but the-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... problem has been at the card and it says American Step Corporation. Um, let's see, plan... Let me see if I can see the back of the card.

Speaker speaker\_0: So 90 Degree-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... is gonna be the carrier for the benefit card that you're currently looking at. I can take a look and see if the num-

Speaker speaker\_1: It starts with-

Speaker speaker\_0: Go ahead.

Speaker speaker\_1: The- the ID number starts with a D.

Speaker speaker\_0: That's okay. I was just gonna go ahead and explain that I don't have any way to put that. I'm not a carrier. We're an account administrator. So our system wouldn't have a spot for me to search it that way. I can search the patient by first and last name to see if they have services with the other carrier as well, if you would like, before getting you transferred to 90 Degree.

Speaker speaker\_1: Hmm, no. Uh, can you just transfer me to 90 Degree?

Speaker speaker\_0: Of course. Would you like their phone number before I do though?

Speaker speaker\_1: Yes.

Speaker speaker\_0: It is 800-833-4296.

Speaker speaker\_1: Okay. And that's what I dialed before, is there a certain option on these? Is this like a... Do I need to hit for a limited plan or something?

Speaker speaker\_0: We were advised to inform the members to press option one. I think it might be the same for the providers as well.

Speaker speaker\_1: Okay. All right. Thank you.

Speaker speaker\_0: Of course. Give me one moment while I get you transferred. Thank you.