

Transcript: Francesca

Baez-5731359378948096-4765859387850752

Full Transcript

Thank you for calling Benefits 10 o' Clock. My name is Francesca. How can I assist you today? Hi. This is an automated system, right? No, ma'am. This is an actual person speaking with me. Oh, thank heavens. Okay. Hello. Okay. So I am calling, um, for a patient, um, for the insurance, um, eligibility information. Uh, what, what is your first name and the provider's office you're calling with? Um, Deidre. And what provider office are you calling with? Which one do provider office okay. Piedmont Urgent Care by Wellstreet. And lastly, what is your patient's first and last name? Um, name is Ivory Mills. Let's see. Mills. M-I-L-L-A? I mean L-L-S. Yes. Can you spell the first name? I think that's the one I have wrong. It's I... Wait, hold on one second. Give me one second. Mm-hmm. Okay. So it's I-V-R-Y and then her last name is Mills, M-I-L-L-S. And her date of birth? I think I found her. Um, 11-28-1994. All right. And is this for medical, right? Yes. Mm-hmm. Let's see. She is currently active with the carrier American Public Life. I'm sorry? Yes. She's currently active with the carrier Met Life... I mean American Public Life. Okay. Hold on one second, okay? Mm-hmm. Hello? Yes? Hi. Does she have any, um, urgent care benefits? Let me check the benefit guide. So the benefit guide shows that she would have coverage of \$100 per day for services four times a year. Okay. You said \$100... Okay. Okay. Hello? And just r- Yes, ma'am. Um, I was just gonna say just clarifying, that means that the carrier will pay \$100 and then she's gonna be responsible for the remainder of the bill for that visit. Okay. So for her... Okay. So, so didn't she just have a co-pay? Or does the- No, no, no. She would have to add a card on file and if the payer doesn't cover everything then she would have to- Yes, 'cause these are going to be limited plans. So it's only gonna cover \$100 per visit for that bill. Okay. Okay. Perfect. Okay. And thank you for telling me that. Of course. Do you need the carrier's information? I have their phone number in case you need it down the line. Um, no, I have it but I just need, um, your name. My name is Francesca. Can you spell that for me? Mm-hmm. F-R-A-N. Mm-hmm. C-H-E-S-C-A. You said T-A? No, C-A. And then what's your last name? We don't provide last names in my company. Oh. Okay. Sweet. Okay. Okay. Um, okay. And then what's the reference number? It will be my first initial, Francesca, and then today's date, 03172025. Okay. You said first initial, then what's next? Today's date, 03. Mm-hmm. 72025. Uh, 25. Okay. And that's... Oh, wait. Okay. First things first, I wanna let you know that I'm, I'm in training so I just wanna make sure I'm doing this right. Um- Okay. Mm-hmm. That's all. Yeah. Um, and then after your first initial, the today's date, that's it? Yes, ma'am. Okay, perfect. Um, oh. Okay. And then her... Again, her does not pull the \$100? Yes. That is correct. So they'll cover \$100- Okay. ... from the bill and then she's gonna be responsible for the remainder. So let's say if she's there- Okay. ... and if she totals up to a bill of 800 and change, is gonna cover \$100 and she's responsible for the 700 and change. Okay. Perfect. Okay. And thank you for that. Um- Of course. And then I believe that is it. Okay. Have a great day. All right. All right. And you too. Bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10 o' Clock. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi. This is an automated system, right?

Speaker speaker_0: No, ma'am. This is an actual person speaking with me.

Speaker speaker_1: Oh, thank heavens. Okay. Hello. Okay. So I am calling, um, for a patient, um, for the insurance, um, eligibility information.

Speaker speaker_0: Uh, what, what is your first name and the provider's office you're calling with?

Speaker speaker_1: Um, Deidre.

Speaker speaker_0: And what provider office are you calling with?

Speaker speaker_1: Which one do provider office okay. Piedmont Urgent Care by Wellstreet.

Speaker speaker_0: And lastly, what is your patient's first and last name?

Speaker speaker_1: Um, name is Ivory Mills. Let's see.

Speaker speaker_0: Mills. M-I-L-L-A? I mean L-L-S.

Speaker speaker_1: Yes.

Speaker speaker_0: Can you spell the first name? I think that's the one I have wrong.

Speaker speaker_1: It's I... Wait, hold on one second. Give me one second.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay. So it's I-V-R-Y and then her last name is Mills, M-I-L-L-S.

Speaker speaker_0: And her date of birth? I think I found her.

Speaker speaker_1: Um, 11-28-1994.

Speaker speaker_0: All right. And is this for medical, right?

Speaker speaker_1: Yes. Mm-hmm.

Speaker speaker_0: Let's see. She is currently active with the carrier American Public Life.

Speaker speaker_1: I'm sorry?

Speaker speaker_0: Yes. She's currently active with the carrier Met Life... I mean American Public Life.

Speaker speaker_1: Okay. Hold on one second, okay?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Hello?

Speaker speaker_0: Yes?

Speaker speaker_1: Hi. Does she have any, um, urgent care benefits?

Speaker speaker_0: Let me check the benefit guide. So the benefit guide shows that she would have coverage of \$100 per day for services four times a year.

Speaker speaker_1: Okay. You said \$100... Okay. Okay. Hello?

Speaker speaker_0: And just r- Yes, ma'am. Um, I was just gonna say just clarifying, that means that the carrier will pay \$100 and then she's gonna be responsible for the remainder of the bill for that visit.

Speaker speaker_1: Okay. So for her... Okay. So, so didn't she just have a co-pay? Or does the-

Speaker speaker_0: No, no, no.

Speaker speaker_1: She would have to add a card on file and if the payer doesn't cover everything then she would have to-

Speaker speaker_0: Yes, 'cause these are going to be limited plans. So it's only gonna cover \$100 per visit for that bill.

Speaker speaker_1: Okay. Okay. Perfect. Okay. And thank you for telling me that.

Speaker speaker_0: Of course. Do you need the carrier's information? I have their phone number in case you need it down the line.

Speaker speaker_1: Um, no, I have it but I just need, um, your name.

Speaker speaker_0: My name is Francesca.

Speaker speaker_1: Can you spell that for me?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: F-R-A-N.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: C-H-E-S-C-A.

Speaker speaker_0: You said T-A? No, C-A.

Speaker speaker_1: And then what's your last name?

Speaker speaker_0: We don't provide last names in my company.

Speaker speaker_1: Oh. Okay. Sweet. Okay. Okay. Um, okay. And then what's the reference number?

Speaker speaker_0: It will be my first initial, Francesca, and then today's date, 03172025.

Speaker speaker_1: Okay. You said first initial, then what's next?

Speaker speaker_0: Today's date, 03.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: 72025.

Speaker speaker_1: Uh, 25. Okay. And that's... Oh, wait. Okay. First things first, I wanna let you know that I'm, I'm in training so I just wanna make sure I'm doing this right. Um-

Speaker speaker_0: Okay. Mm-hmm. That's all.

Speaker speaker_1: Yeah. Um, and then after your first initial, the today's date, that's it?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay, perfect. Um, oh. Okay. And then her... Again, her does not pull the \$100?

Speaker speaker_0: Yes. That is correct. So they'll cover \$100-

Speaker speaker_1: Okay.

Speaker speaker_0: ... from the bill and then she's gonna be responsible for the remainder. So let's say if she's there-

Speaker speaker_1: Okay.

Speaker speaker_0: ... and if she totals up to a bill of 800 and change, is gonna cover \$100 and she's responsible for the 700 and change.

Speaker speaker_1: Okay. Perfect. Okay. And thank you for that. Um-

Speaker speaker_0: Of course.

Speaker speaker_1: And then I believe that is it. Okay. Have a great day.

Speaker speaker_0: All right. All right.

Speaker speaker_1: And you too. Bye.

Speaker speaker_0: Bye.