

Transcript: Francesca

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Full Transcript

Thank you for coming to Benefits in a Car. My name is Francesca. How can I assist you today? Yeah. Hi. I'm Catherine calling from provider's office to call it claims status. What did you say your name was? I'm sorry. Catherine. So what provider office are you calling with? Uh, Norton Community Medical Office please. I'm sorry? Community Medical Office please. You said community medical due? Yes. Of which state? Kentucky. Um, Kentucky. What is the first and last name of the member you're calling for? Uh, Richard Letterman. Richard Letterman? Yes. Letterman. L-e-t-t-e-r-m-a-n? L-u-t-t-e-r-m-a-n. And the first name R-i-c-h-a-r-d? Yeah, that's right. I'm not locating any member with that first and last name. Is he a dependent on someone's policy? Uh, yes. I can provide it the member ID. So we're not the carrier. We're only an administrator of health benefits. My system doesn't have any way for me to put the member ID in. I can't search them by that. I'm sorry. Okay. This is for the claims status, right? Excuse me? Uh, I'm calling for the claims status. Yes, ma'am. So in order for me to locate what carrier that member is with or whether or not they were active during that day of service, I need to locate an account. Due to the fact that I cannot locate an account, I cannot assist you with that. I'm sorry. Okay. Can you please locate with the, uh, uh, date of birth or the address of the patient? I wouldn't be able to locate them with the date of birth and locating with an address that's not 100% sure that I'm pulling the correct person. I will suggest checking and seeing if Mr. Letterman isn't in someone's policy because if he is a dependent, it's not gonna show up by me looking up his specific information. I will need the policy holder's information. Yeah. He is not the dependent. He is the subscriber and... Uh. Yeah, he's the subscriber and is the patient. Yeah. So unfortunately with no account of his person, I'm not gonna be able to advise you whether or not he was active during that day or what company their claim is with. Was anyone else's name in there other than Benefits in a Car? Um, sorry, could you please repeat it again? Yes, ma'am. Was there a name of another company on that claim aside from Benefits in a Car? Uh, I can see the street and the only number I got is from this. Was it a vision or dental service or was it a medical claim? It's a medical claim. Yeah. If it was to be vision or dental, I could get you to them because there's only one plan offer for those. But unfortunately for medical, there's two different carriers. So depending on what plan that member had at the time of service will depend on who it is that has that claim unfortunately. We wouldn't be able to locate it at the moment since I can't find his information in my system. Okay. Got it. Thank you so much. And can you please spell your name for me? Yes. My name is Francesca. Francesca. Thank you so much and have a great day. Back to you. You too. I apologize for not being able to assist you further. I hope you have a wonderful rest of your day. Yeah. Thank you.

Conversation Format

Speaker speaker_0: Thank you for coming to Benefits in a Car. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yeah. Hi. I'm Catherine calling from provider's office to call it claims status.

Speaker speaker_0: What did you say your name was? I'm sorry.

Speaker speaker_1: Catherine.

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

Speaker speaker_1: Uh, Norton Community Medical Office please.

Speaker speaker_0: I'm sorry?

Speaker speaker_1: Community Medical Office please.

Speaker speaker_0: You said community medical due?

Speaker speaker_1: Yes.

Speaker speaker_0: Of which state?

Speaker speaker_1: Kentucky.

Speaker speaker_0: Um, Kentucky. What is the first and last name of the member you're calling for?

Speaker speaker_1: Uh, Richard Letterman.

Speaker speaker_0: Richard Letterman?

Speaker speaker_1: Yes.

Speaker speaker_0: Letterman. L-e-t-t-e-r-m-a-n?

Speaker speaker_1: L-u-t-t-e-r-m-a-n.

Speaker speaker_0: And the first name R-i-c-h-a-r-d?

Speaker speaker_1: Yeah, that's right.

Speaker speaker_0: I'm not locating any member with that first and last name. Is he a dependent on someone's policy?

Speaker speaker_1: Uh, yes. I can provide it the member ID.

Speaker speaker_0: So we're not the carrier. We're only an administrator of health benefits. My system doesn't have any way for me to put the member ID in. I can't search them by that. I'm sorry.

Speaker speaker_1: Okay. This is for the claims status, right?

Speaker speaker_0: Excuse me?

Speaker speaker_1: Uh, I'm calling for the claims status.

Speaker speaker_0: Yes, ma'am. So in order for me to locate what carrier that member is with or whether or not they were active during that day of service, I need to locate an account. Due to the fact that I cannot locate an account, I cannot assist you with that. I'm sorry.

Speaker speaker_1: Okay. Can you please locate with the, uh, uh, date of birth or the address of the patient?

Speaker speaker_0: I wouldn't be able to locate them with the date of birth and locating with an address that's not 100% sure that I'm pulling the correct person. I will suggest checking and seeing if Mr. Letterman isn't in someone's policy because if he is a dependent, it's not gonna show up by me looking up his specific information. I will need the policy holder's information.

Speaker speaker_1: Yeah. He is not the dependent. He is the subscriber and...

Speaker speaker_0: Uh.

Speaker speaker_1: Yeah, he's the subscriber and is the patient.

Speaker speaker_0: Yeah. So unfortunately with no account of his person, I'm not gonna be able to advise you whether or not he was active during that day or what company their claim is with. Was anyone else's name in there other than Benefits in a Car?

Speaker speaker_1: Um, sorry, could you please repeat it again?

Speaker speaker_0: Yes, ma'am. Was there a name of another company on that claim aside from Benefits in a Car?

Speaker speaker_1: Uh, I can see the street and the only number I got is from this.

Speaker speaker_0: Was it a vision or dental service or was it a medical claim?

Speaker speaker_1: It's a medical claim.

Speaker speaker_0: Yeah. If it was to be vision or dental, I could get you to them because there's only one plan offer for those. But unfortunately for medical, there's two different carriers. So depending on what plan that member had at the time of service will depend on who it is that has that claim unfortunately. We wouldn't be able to locate it at the moment since I can't find his information in my system.

Speaker speaker_1: Okay. Got it. Thank you so much. And can you please spell your name for me?

Speaker speaker_0: Yes. My name is Francesca.

Speaker speaker_1: Francesca. Thank you so much and have a great day. Back to you.

Speaker speaker_0: You too. I apologize for not being able to assist you further. I hope you have a wonderful rest of your day.

Speaker speaker_1: Yeah. Thank you.