

Transcript: Franchesca

Baez-5936334751186944-6482929603362816

Full Transcript

Thank you for calling Benefit to Know Care. My name is Fran. How can I assist you today? Hi, good morning. This is Jack from provider office and I am looking for the claim status. Could you please spell your name for me? Sure, sir. Francesca, F-R-A-N- Mm-hmm. And last name, your full- ... P-A-C-S C-A. And what provider office are you with? Yes. Mr. Jack, are you still there? Uh, yes, I'm here. Okay, once again sir, what provider office are you calling with? Uh, the provider office is West Georgia Eye Care Center, PA. What was that first word, Eye Center, PA? Yes, Eye Care Center, PA. And what was the word before eye care? West Georgia. All right, and what is the first and last name of the patient you're calling for? The, uh, first name is, uh, Luciana and last name is Adams. Let's see. Can you spell Luciana for me? What? Yes, can you spell her first name for me? Okay. It's L as Lima, U as umbrella, C as, uh, Charlie, I as India, N as Nancy, D as delta, A as alpha. And her date of birth? Date of birth is March 29, 1960. Okay. And what was the date of service for that claim? The date of service is March 22, 2024. Here we go. Okay, so during that timeframe she was active with the carrier MetLife. Still the status of that claim, if you like I can transfer you to them or provide you their phone number. Uh, uh, what's the phone number? It's going to be 855- Mm-hmm. ... 638- Mm-hmm. ... 3931. Also can you please transfer this call to that department? Of course, one moment. Okay, thank you. My pleasure.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit to Know Care. My name is Fran. How can I assist you today?

Speaker speaker_1: Hi, good morning. This is Jack from provider office and I am looking for the claim status. Could you please spell your name for me?

Speaker speaker_0: Sure, sir. Francesca, F-R-A-N-

Speaker speaker_1: Mm-hmm. And last name, your full-

Speaker speaker_0: ... P-A-C-S C-A. And what provider office are you with?

Speaker speaker_1: Yes.

Speaker speaker_0: Mr. Jack, are you still there?

Speaker speaker_1: Uh, yes, I'm here.

Speaker speaker_0: Okay, once again sir, what provider office are you calling with?

Speaker speaker_1: Uh, the provider office is West Georgia Eye Care Center, PA.

Speaker speaker_0: What was that first word, Eye Center, PA?

Speaker speaker_1: Yes, Eye Care Center, PA.

Speaker speaker_0: And what was the word before eye care?

Speaker speaker_1: West Georgia.

Speaker speaker_0: All right, and what is the first and last name of the patient you're calling for?

Speaker speaker_1: The, uh, first name is, uh, Luciana and last name is Adams.

Speaker speaker_0: Let's see. Can you spell Luciana for me?

Speaker speaker_1: What?

Speaker speaker_0: Yes, can you spell her first name for me?

Speaker speaker_1: Okay. It's L as Lima, U as umbrella, C as, uh, Charlie, I as India, N as Nancy, D as delta, A as alpha.

Speaker speaker_0: And her date of birth?

Speaker speaker_1: Date of birth is March 29, 1960.

Speaker speaker_0: Okay. And what was the date of service for that claim?

Speaker speaker_1: The date of service is March 22, 2024.

Speaker speaker_2: Here we go.

Speaker speaker_0: Okay, so during that timeframe she was active with the carrier MetLife. Still the status of that claim, if you like I can transfer you to them or provide you their phone number.

Speaker speaker_1: Uh, uh, what's the phone number?

Speaker speaker_0: It's going to be 855-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 638-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 3931.

Speaker speaker_1: Also can you please transfer this call to that department?

Speaker speaker_0: Of course, one moment.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: My pleasure.