

Transcript: Francesca

Baez-5984231621607424-4712620721389568

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Francesca, how can I assist you today? Hi, Francesca. I'm, uh, calling to request some information about, uh, an open claim. Sure, I can take a look and see which carrier you need to speak with. Sorry? What is your n-... Yes, sir, I said I can take a look and see which carrier you need to speak with. Okay. What is the name of the patient and the office you're calling with? The name of the... Sorry, what were those? I'm looking at my phone here. The name of the office you're calling with and the carrier. I mean, and the patient. Uh, the name of the patient is Cade Federspill, C-A-D-E F-E-D-E-R-S-P-I-L-L. Um, and the name of the office, would that be the group name or 90 Degree Benefits, or 90 Degree Benefits- No, sir, I'm talking about you. ... group? Which office are you calling with? Who am I providing this information to? Uh, the patient, and, uh, I'm Cade Federspill. Yes, sir, but I still need to know which provider office you're calling with. What entity are you calling with? Uh, 90 Degree Benefits, uh, Benefits in a Card. Okay, so I'm confused, sir. Are you calling in for a patient? You're calling for yourself? You're calling for a friend or a- I- ... family member? I am the patient, I am calling for myself. Okay. I'm not part of an office. What staffing company do you co- work with? Uh, Oxford Global Resources. What are the last four of your Social? Uh, five, three, six, nine. Please verify your mailing address and date of birth for security purposes. March 1st, 1993. Yes, sir. And I'm still missing your mailing address, please. Uh, 2312 North Weil Street, Milwaukee, Wisconsin, five-three-two-one-two. I have the spelling of that address down as W-E-I-L. Is that misspelled? No, that is correct. We have the best number to contact you down as six... I mean, 262-408-9443. That's good. And then your email is first name period last name at gmail.com? Correct. And was it a medical, dental or vision claim? Uh, medical. Okay. By any chance, did you make sure to go to an in-network facility? I went to an emergency facility, so I'm not sure honestly. Okay. So if you like to, I can definitely see, transfer you to your carrier, but I highly doubt that that will be covered since the medical plan that you have is preventative only. Well, the, the reason code that I have for the ineligible coverage is zero-zero-five-nine, the claim is a duplicate of a claim that is processing or has been previously considered. So, um, that, uh, is not... Uh, I don't think that's relevant to my claim, but I'd like to get that corrected. Sure thing. I can, we'll definitely get you over to the carrier. All I was trying to say, sir, is your plan is preventative, it doesn't cover hospital services, but 90 Degree, the carrier, can go ahead and let you know specifically why it was declined with that code. Do you want their phone number so I- Sure, yeah. ... transfer you? Um, sure. Let me know when you're ready. I'm ready. 800- Mm-hmm. ... 833- Mm-hmm. ... 4296. Okay. Option one. Okay. All right, and bear with me one moment, I'll go ahead and get you transferred over now. Okay, thank you. Thank you. Have a good day. You too. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. My name is Francesca, how can I assist you today?

Speaker speaker_2: Hi, Francesca. I'm, uh, calling to request some information about, uh, an open claim.

Speaker speaker_1: Sure, I can take a look and see which carrier you need to speak with.

Speaker speaker_2: Sorry?

Speaker speaker_1: What is your n-... Yes, sir, I said I can take a look and see which carrier you need to speak with.

Speaker speaker_2: Okay.

Speaker speaker_1: What is the name of the patient and the office you're calling with?

Speaker speaker_2: The name of the... Sorry, what were those? I'm looking at my phone here.

Speaker speaker_1: The name of the office you're calling with and the carrier. I mean, and the patient.

Speaker speaker_2: Uh, the name of the patient is Cade Federspill, C-A-D-E F-E-D-E-R-S-P-I-L-L. Um, and the name of the office, would that be the group name or 90 Degree Benefits, or 90 Degree Benefits-

Speaker speaker_1: No, sir, I'm talking about you.

Speaker speaker_2: ... group?

Speaker speaker_1: Which office are you calling with? Who am I providing this information to?

Speaker speaker_2: Uh, the patient, and, uh, I'm Cade Federspill.

Speaker speaker_1: Yes, sir, but I still need to know which provider office you're calling with. What entity are you calling with?

Speaker speaker_2: Uh, 90 Degree Benefits, uh, Benefits in a Card.

Speaker speaker_1: Okay, so I'm confused, sir. Are you calling in for a patient? You're calling for yourself? You're calling for a friend or a-

Speaker speaker_2: I-

Speaker speaker_1: ... family member?

Speaker speaker_2: I am the patient, I am calling for myself.

Speaker speaker_1: Okay.

Speaker speaker_2: I'm not part of an office.

Speaker speaker_1: What staffing company do you co- work with?

Speaker speaker_2: Uh, Oxford Global Resources.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_2: Uh, five, three, six, nine.

Speaker speaker_1: Please verify your mailing address and date of birth for security purposes.

Speaker speaker_2: March 1st, 1993.

Speaker speaker_1: Yes, sir. And I'm still missing your mailing address, please.

Speaker speaker_2: Uh, 2312 North Weil Street, Milwaukee, Wisconsin, five-three-two-one-two.

Speaker speaker_1: I have the spelling of that address down as W-E-I-L. Is that misspelled?

Speaker speaker_2: No, that is correct.

Speaker speaker_1: We have the best number to contact you down as six... I mean, 262-408-9443.

Speaker speaker_2: That's good.

Speaker speaker_1: And then your email is first name period last name at gmail.com?

Speaker speaker_2: Correct.

Speaker speaker_1: And was it a medical, dental or vision claim?

Speaker speaker_2: Uh, medical.

Speaker speaker_1: Okay. By any chance, did you make sure to go to an in-network facility?

Speaker speaker_2: I went to an emergency facility, so I'm not sure honestly.

Speaker speaker_1: Okay. So if you like to, I can definitely see, transfer you to your carrier, but I highly doubt that that will be covered since the medical plan that you have is preventative only.

Speaker speaker_2: Well, the, the reason code that I have for the ineligible coverage is zero-zero-five-nine, the claim is a duplicate of a claim that is processing or has been previously considered. So, um, that, uh, is not... Uh, I don't think that's relevant to my claim, but I'd like to get that corrected.

Speaker speaker_1: Sure thing. I can, we'll definitely get you over to the carrier. All I was trying to say, sir, is your plan is preventative, it doesn't cover hospital services, but 90 Degree, the carrier, can go ahead and let you know specifically why it was declined with that code. Do you want their phone number so I-

Speaker speaker_2: Sure, yeah.

Speaker speaker_1: ... transfer you?

Speaker speaker_2: Um, sure.

Speaker speaker_1: Let me know when you're ready.

Speaker speaker_2: I'm ready.

Speaker speaker_1: 800-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 833-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 4296.

Speaker speaker_2: Okay.

Speaker speaker_1: Option one.

Speaker speaker_2: Okay.

Speaker speaker_1: All right, and bear with me one moment, I'll go ahead and get you transferred over now.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: Thank you. Have a good day.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye.