

Transcript: Franchesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling by the name of Benefit In A Car. My name is Francesca. How can I assist you today? My name is Gia and I'm calling from Humana Pharmacy Solutions on behalf of Standard Well, calling on a recorded line for quality and training purposes to verify claims processing information to coordinate benefits for a member. Are you able to verify member eligibility? I can try to. What was that provider office you're calling with one more time? I'm sorry. Uh, Humana Pharmacy Solutions on behalf of Standard Well Pharmacy. Do you have that person's first and last name? First name spelling is J as in Juliet, U as in umbrella, A as in apple, N as in Nancy. Then last name, L as in Larry, A as in apple, I as in India, N as in Nancy, E as in Edward, Z as in zebra. What is the date of birth? It is 6/12/1950. 6/12/1950? Mm-hmm. Yes. And you said that first name was J as in Juliet, U as in umbrella, A as in alpha, N as in Nancy? Mm-hmm. That is correct. So we don't have any file matching that name and date of birth, unfortunately, in our system. Uh, is this the American Benefit Plan Administration? This is it? Well, Benefit In Car. We administer the health insurance for the staffing companies. All right. Uh, um, how about the, uh, member ID? Are you able to pull it up? I think we need an ID number. Unfortunately, no. We wouldn't be able to locate it that way 'cause our system doesn't work off anything with the policy. It just works off the first and last name of the member, um, the date of birth, or the last four of their Social. But in general, from all of the staffing companies that we work with, I do not have any file with that first and last name, and I also do not have any file with that last name and date of birth or the first name and date of birth. Okay. But you are from American Benefit Plan, this is it, right? Do you know the PBM? To be quite honest, ma'am, I'm not sure which company that is. It doesn't even match the name of one of the staffing companies that we work with. It could be that you might have dialed the wrong number, to be honest. 'Cause our name is not that name that you're saying, the American. It's Benefit Any Car, and none of the staffing companies that we work with are named like that. We have American Staffing, Americ Staff, or American Staff Corp, but we don't have any staffing companies that matches the name you're stating for that company. Okay. All right. Thank you. Bye. No problem. I'm so sorry. That is fine. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling by the name of Benefit In A Car. My name is Francesca. How can I assist you today?

Speaker speaker_2: My name is Gia and I'm calling from Humana Pharmacy Solutions on behalf of Standard Well, calling on a recorded line for quality and training purposes to verify claims processing information to coordinate benefits for a member. Are you able to verify member eligibility?

Speaker speaker_1: I can try to. What was that provider office you're calling with one more time? I'm sorry.

Speaker speaker_2: Uh, Humana Pharmacy Solutions on behalf of Standard Well Pharmacy.

Speaker speaker_1: Do you have that person's first and last name?

Speaker speaker_2: First name spelling is J as in Juliet, U as in umbrella, A as in apple, N as in Nancy. Then last name, L as in Larry, A as in apple, I as in India, N as in Nancy, E as in Edward, Z as in zebra.

Speaker speaker_1: What is the date of birth?

Speaker speaker_2: It is 6/12/1950.

Speaker speaker_1: 6/12/1950?

Speaker speaker_2: Mm-hmm. Yes.

Speaker speaker_1: And you said that first name was J as in Juliet, U as in umbrella, A as in alpha, N as in Nancy?

Speaker speaker_2: Mm-hmm. That is correct.

Speaker speaker_1: So we don't have any file matching that name and date of birth, unfortunately, in our system.

Speaker speaker_2: Uh, is this the American Benefit Plan Adminis- Administration? This is it?

Speaker speaker_1: Well, Benefit In Car. We administer the health insurance for the staffing companies.

Speaker speaker_2: All right. Uh, um, how about the, uh, member ID? Are you able to pull it up? I think we need an ID number.

Speaker speaker_1: Unfortunately, no. We wouldn't be able to locate it that way 'cause our system doesn't work off anything with the policy. It just works off the first and last name of the member, um, the date of birth, or the last four of their Social. But in general, from all of the staffing companies that we work with, I do not have any file with that first and last name, and I also do not have any file with that last name and date of birth or the first name and date of birth.

Speaker speaker_2: Okay. But you are from American Benefit Plan, this is it, right? Do you know the PBM?

Speaker speaker_1: To be quite honest, ma'am, I'm not sure which company that is. It doesn't even match the name of one of the staffing companies that we work with. It could be that you might have dialed the wrong number, to be honest. 'Cause our name is not that name that you're saying, the American. It's Benefit Any Car, and none of the staffing companies that we work with are named like that. We have American Staffing, Americ Staff, or American Staff Corp, but we don't have any staffing companies that matches the name you're stating for that company.

Speaker speaker_2: Okay. All right. Thank you. Bye.

Speaker speaker_1: No problem. I'm so sorry.

Speaker speaker_2: That is fine. Thank you. Bye.