

Transcript: Franchesca

Baez-6056994275639296-4907549089644544

Full Transcript

65 minutes of present, this is Francesca. How can I assist you today? Uh, yes, my name is Jennifer. I'm calling from Duplucy Orthodontics to see if the patient has coverage for braces with this policy. Okay. Um, so Miss Jennifer, we're the administrators for the health insurance. Um- Oh. Yeah, we're not the actual carrier. I can go ahead and verify whether or not the member is currently active and then get you to the carrier, if you like. Oh, okay. Great. That'll help. She did not know... She did not have an ID number yet. She said she does not have a card. Um, but I've got her social and date of birth. Okay. Bear with me one moment. Okay. What is her first and last name? Sabrina Beasley. Can you spell the last name for me? B as in boy, E-A, S like Sam, L-E-Y. Can you spell it one more time? You said B as in boy? Yes. Beasley. B as in boy, E-A, S like Sam, L-E-Y. Beasley. And what is the date of birth that you have? And date of birth is 12/7/2000. Okay. I have her here active. She has been active since February 10th, 2025. Does it say what the name of her dental insurance is? Um, the only issue is she doesn't have dental coverage. She's active, but only for medical preventative. Okay. So it has no dental on it. No, ma'am. Okay. All right. Well, thank you for checking and have a good day. Of course. It was a pleasure. Have a great day as well. You too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: 65 minutes of present, this is Francesca. How can I assist you today?

Speaker speaker_1: Uh, yes, my name is Jennifer. I'm calling from Duplucy Orthodontics to see if the patient has coverage for braces with this policy.

Speaker speaker_0: Okay. Um, so Miss Jennifer, we're the administrators for the health insurance. Um-

Speaker speaker_1: Oh.

Speaker speaker_0: Yeah, we're not the actual carrier. I can go ahead and verify whether or not the member is currently active and then get you to the carrier, if you like.

Speaker speaker_1: Oh, okay. Great. That'll help. She did not know... She did not have an ID number yet. She said she does not have a card. Um, but I've got her social and date of birth.

Speaker speaker_0: Okay. Bear with me one moment.

Speaker speaker_1: Okay.

Speaker speaker_0: What is her first and last name?

Speaker speaker_1: Sabrina Beasley.

Speaker speaker_0: Can you spell the last name for me?

Speaker speaker_1: B as in boy, E-A, S like Sam, L-E-Y.

Speaker speaker_0: Can you spell it one more time? You said B as in boy?

Speaker speaker_1: Yes. Beasley. B as in boy, E-A, S like Sam, L-E-Y. Beasley.

Speaker speaker_0: And what is the date of birth that you have?

Speaker speaker_1: And date of birth is 12/7/2000.

Speaker speaker_0: Okay. I have her here active. She has been active since February 10th, 2025.

Speaker speaker_1: Does it say what the name of her dental insurance is?

Speaker speaker_0: Um, the only issue is she doesn't have dental coverage. She's active, but only for medical preventative.

Speaker speaker_1: Okay. So it has no dental on it.

Speaker speaker_0: No, ma'am.

Speaker speaker_1: Okay. All right. Well, thank you for checking and have a good day.

Speaker speaker_0: Of course. It was a pleasure. Have a great day as well.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye-bye.