

Transcript: Francesca

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Full Transcript

... occurring. My name is Francesca. How can I assist you today? Hi, Francesca. My name is Michelle and I'm calling from Medical University of South Carolina. I'm a provider, and I'm kind of frustrated because I am working on a patient who has a card with, um, Benefits in a Card, that's their, their insurance. It's telling me a number to call, because I'm trying to verify if this an active plan, and I can't get through to anybody. It keeps telling me, I mean, it's nine o'clock in the morning, they're closed. I called last week. I don't know if I have the right number. I, I'm just trying to verify this person's policy, like if it's active. Sure thing, ma'am. So, they don't have coverage with us 'cause we're not an account administrate- I mean, we're not a carrier, we're only an account administrator. But if you give me their first and last name and date of birth, I can try to see if they have active coverage, which we carry. Okay. 'Cause it says call 90 Degree Benefits, but then the payer is Benefits in a Card. So, I've called that number, and that's what's frustrating me. Um, I can give you her name. It's, um, Alexis Mack. M as in Mary, A-C-K. And just tell me if, when you need the date of birth. Okay, let's see. I appreciate you helping me. I just, I, I, I'm just kind of Googled 'cause I'm like, "This isn't working." I don't know why when I call, it, can't get through. It says there, "If you get this message, it means we're closed." Can you spell her last name one more time? Sure. M as in Mary, A as in Apple, C as in Charlie, K as in King. And her first name is Alexis, A-L-E-X-I-S. And what is that date of birth? July 23rd, 1992. Do you know if maybe she's a dependent on someone's policy? If she's the dependent, the dependant? Mm-hmm. Gosh, um, I don't, he, he, I don't do the registration. I work remotely and it has her that she is. Let me pull the card up, just a minute. Okay. Trying to look at it. Um, so the front of the card, it says employee ID, it gives her employee ID, it begins with a letter D as in David. Employee's name is Alexis Hart. Oh, hold on here. Hart. So, I don't know if she got married, but we have her last name on the actual card is Hart. And it says she is the employee that is on this card. And how is the last name spelt? Um, H as in Henry, A as in Apple, R as in Robert, T as in Tom. There we go. Okay, so she is currently active, oh, not for this week. So she was active last week but this week we have not received payment yet. Um, however, we do usually receive payments throughout Monday through Wednesdays. Okay, so the visit was actually, Francesca, on the 28th of, or she was dis-, discharged the 28th of March. So, it was actually not for today. It would've been when she, she must've came in probably to the emergency room on the 28th of March and, and left the same day she came in. It was an emergency visit. So she would've been active last week then. Yeah, she was active though in that visit then. Um, the only thing will be the following. The plan that she's on with 90 Degree is preventative only and it does have a network requirement. So, the plan she's on is with 90 Degree. I guess that's who I was calling, but I couldn't get through to anybody. And it's only a preventative policy? Yes, ma'am, and then it also does have a network requirement, so if you guys are not within that network, they

will not cover any services, even if they're a preventative. Okay, I'm looking at her network, just a second, um... Was this an urgent care or emergency room visit? Her emergency room visit. Oh, yeah, that's not gonna be covered. Okay, so this is not covered, it's an emergency room visit, it's only preventative care. Okay. And what was the network on it? It is with the Multiplan network. Multiplan. That's what I thought. Okay, and as of today, when did the policy term? As of right now, since we have not received payment, last day active was the 30th yesterday. Okay, so the term date was March 30th. 2025, okay. Francesca, that was your first name, right? Yes, ma'am. And, um, your initial to your last name? We actually don't provide our last name information. Okay. Okay, is there a call reference number or anything I need? Yes, ma'am. It will be my initial, Francesca, and then today's date, so it will be F03/31/2025. Okay. I really appreciate you helping me out too, I really do. Of course, I do apologize for this inconvenience getting someone to assist you with this. That's okay. I'm glad I got to the bottom of it. So she's not covered on this. All right. No, unfortunately. Thank you. All right, thank you very much. Of course. It was a pleasure, Michelle. Hope you enjoy the rest of your day. You too. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: ... occurring. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi, Francesca. My name is Michelle and I'm calling from Medical University of South Carolina. I'm a provider, and I'm kind of frustrated because I am working on a patient who has a card with, um, Benefits in a Card, that's their, their insurance. It's telling me a number to call, because I'm trying to verify if this an active plan, and I can't get through to anybody. It keeps telling me, I mean, it's nine o'clock in the morning, they're closed. I called last week. I don't know if I have the right number. I, I'm just trying to verify this person's policy, like if it's active.

Speaker speaker_0: Sure thing, ma'am. So, they don't have coverage with us 'cause we're not an account administrate- I mean, we're not a carrier, we're only an account administrator. But if you give me their first and last name and date of birth, I can try to see if they have active coverage, which we carry.

Speaker speaker_1: Okay. 'Cause it says call 90 Degree Benefits, but then the payer is Benefits in a Card. So, I've called that number, and that's what's frustrating me. Um, I can give you her name. It's, um, Alexis Mack. M as in Mary, A-C-K. And just tell me if, when you need the date of birth.

Speaker speaker_0: Okay, let's see.

Speaker speaker_1: I appreciate you helping me. I just, I, I, I'm just kind of Googled 'cause I'm like, "This isn't working." I don't know why when I call, it, can't get through. It says there, "If you get this message, it means we're closed."

Speaker speaker_0: Can you spell her last name one more time?

Speaker speaker_1: Sure. M as in Mary, A as in Apple, C as in Charlie, K as in King. And her first name is Alexis, A-L-E-X-I-S.

Speaker speaker_0: And what is that date of birth?

Speaker speaker_1: July 23rd, 1992.

Speaker speaker_0: Do you know if maybe she's a dependent on someone's policy?

Speaker speaker_1: If she's the dependent, the dependant?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Gosh, um, I don't, he, he, I don't do the registration. I work remotely and it has her that she is. Let me pull the card up, just a minute.

Speaker speaker_0: Okay.

Speaker speaker_1: Trying to look at it. Um, so the front of the card, it says employee ID, it gives her employee ID, it begins with a letter D as in David. Employee's name is Alexis Hart. Oh, hold on here.

Speaker speaker_0: Hart.

Speaker speaker_1: So, I don't know if she got married, but we have her last name on the actual card is Hart. And it says she is the employee that is on this card.

Speaker speaker_0: And how is the last name spelt?

Speaker speaker_1: Um, H as in Henry, A as in Apple, R as in Robert, T as in Tom.

Speaker speaker_0: There we go. Okay, so she is currently active, oh, not for this week. So she was active last week but this week we have not received payment yet. Um, however, we do usually receive payments throughout Monday through Wednesdays.

Speaker speaker_1: Okay, so the visit was actually, Francesca, on the 28th of, or she was dis-, discharged the 28th of March. So, it was actually not for today. It would've been when she, she must've came in probably to the emergency room on the 28th of March and, and left the same day she came in. It was an emergency visit. So she would've been active last week then.

Speaker speaker_0: Yeah, she was active though in that visit then. Um, the only thing will be the following. The plan that she's on with 90 Degree is preventative only and it does have a network requirement.

Speaker speaker_1: So, the plan she's on is with 90 Degree. I guess that's who I was calling, but I couldn't get through to anybody. And it's only a preventative policy?

Speaker speaker_0: Yes, ma'am, and then it also does have a network requirement, so if you guys are not within that network, they will not cover any services, even if they're a preventative.

Speaker speaker_1: Okay, I'm looking at her network, just a second, um...

Speaker speaker_0: Was this an urgent care or emergency room visit?

Speaker speaker_1: Her emergency room visit.

Speaker speaker_0: Oh, yeah, that's not gonna be covered.

Speaker speaker_1: Okay, so this is not covered, it's an emergency room visit, it's only preventative care. Okay. And what was the network on it?

Speaker speaker_0: It is with the Multiplan network.

Speaker speaker_1: Multiplan. That's what I thought. Okay, and as of today, when did the policy term?

Speaker speaker_0: As of right now, since we have not received payment, last day active was the 30th yesterday.

Speaker speaker_1: Okay, so the term date was March 30th. 2025, okay. Francesca, that was your first name, right?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: And, um, your initial to your last name?

Speaker speaker_0: We actually don't provide our last name information.

Speaker speaker_1: Okay. Okay, is there a call reference number or anything I need?

Speaker speaker_0: Yes, ma'am. It will be my initial, Francesca, and then today's date, so it will be F03/31/2025.

Speaker speaker_1: Okay. I really appreciate you helping me out too, I really do.

Speaker speaker_0: Of course, I do apologize for this inconvenience getting someone to assist you with this.

Speaker speaker_1: That's okay. I'm glad I got to the bottom of it. So she's not covered on this. All right.

Speaker speaker_0: No, unfortunately.

Speaker speaker_1: Thank you. All right, thank you very much.

Speaker speaker_0: Of course. It was a pleasure, Michelle. Hope you enjoy the rest of your day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye.