

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 200 ... My name is Francesca. How can I assist you today? Uh, hi. Can you please spell your name for me? Yes, sir. Can I know who I'm speaking with first? My name is Ethan. First initial is M.R. Last name, M as in Mary, calling from provider office looking for claims. Which provider office are you calling with? Northshore Hematology Oncology Associate. I'm sorry? Northshore Hematology Oncology Associate. Northshore... Hematology Oncology Associate. Yes, sir. You can go ahead with F-A-R-A-N. Your name, right? Yes, sir. First initial to last name? We don't provide our last names in this company. Okay. Do you have the member's detail? I apologize, Mr. Ethan, you haven't provided me any patient's information. I wouldn't know if I have that member's details. Okay. What do you need first? I will need to know what person- Some... ... you're calling in regards to. Yeah, so the member ID is, uh, 0- No, sir- 2- The first and last name of the person that you're calling in regards to. We're not a carrier. Yes, ma'am. We're an account administrator. We are carrier. It's, uh, Marie. I'll spell it as M-A-R-I-E, and last name is spelt as D-E-S-I-R. And the date of birth for this member is, uh, April 8, 1971. You said the name was Marie, last name Desir? Two Rs at the end? Yes. D-E-S-I-R-R? Yes. Is she a dependent on anyone's policy? 'Cause I'm not pulling any member with that first and last name- No, uh- ... or that last name in general. Last name is spelt as D-E-S-I-R. Yes, sir. I tried it with one R and with two Rs and I'm not pulling anything under that last name or first name. So how we can check? There isn't any way for me to check, sir. Our system, if I had that file, would have pulled up something with the last name or first name. I'm not populating anything in my system. Uh, it's like individual ATC health services. Uh- Yes, sir. So I already put in the last name and the first name. My system is not locating anybody with that first and last name in general in our system. So is there any alternate way to check the patient detail? Unfortunately, no, 'cause we don't own any of the plans. We're just the account administrators for the services over by the staffing companies. The only way my system can locate someone is with their first and last name or if we have the first and last name and last four of the Social. Due to the fact that I searched with just the last name and nothing is populating, we don't have any information on the patient that you're calling in regards to. Okay, so how will we receive the payments on July 23, 2024? Mr. Ethan, I hope you understand that at this moment I don't have anything in front of my computer to be of assistance to you. I do not have any account. I do not have access to any records at this time. We're not the carrier, so any claim information or billing information, we also do not have access to it. I wasn't even able to locate an account for that specific patient you're calling in regards to. I do apologize to be so stern, but I cannot assist you 'cause I don't have a way to. What is her mailing address? Sir, once again, I wouldn't be able to provide you that information because I cannot find the patient. I do not know who her insurance is with. I

cannot assist you. But at least you should have your insurance... But at least you should have your insurance detail, right? What is her mailing address to submit the claim? No, sir, because- It's dependent on patient? ... there is more than one carrier. I wouldn't have even that information because there's more than one carrier. I will need to know the specific policy of that person. Okay, fine. Call her first number. I don't have one, sir, because we didn't do anything. We only-

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits 200 ... My name is Francesca. How can I assist you today?

Speaker speaker_2: Uh, hi. Can you please spell your name for me?

Speaker speaker_1: Yes, sir. Can I know who I'm speaking with first?

Speaker speaker_2: My name is Ethan. First initial is M.R. Last name, M as in Mary, calling from provider office looking for claims.

Speaker speaker_1: Which provider office are you calling with?

Speaker speaker_2: Northshore Hematology Oncology Associate.

Speaker speaker_1: I'm sorry?

Speaker speaker_2: Northshore Hematology Oncology Associate.

Speaker speaker_1: Northshore...

Speaker speaker_2: Hematology Oncology Associate.

Speaker speaker_1: Yes, sir. You can go ahead with F-A-R-A-N. Your name, right?

Speaker speaker_2: Yes, sir. First initial to last name?

Speaker speaker_1: We don't provide our last names in this company.

Speaker speaker_2: Okay. Do you have the member's detail?

Speaker speaker_1: I apologize, Mr. Ethan, you haven't provided me any patient's information. I wouldn't know if I have that member's details.

Speaker speaker_2: Okay. What do you need first?

Speaker speaker_1: I will need to know what person-

Speaker speaker_2: Some...

Speaker speaker_1: ... you're calling in regards to.

Speaker speaker_2: Yeah, so the member ID is, uh, 0-

Speaker speaker_1: No, sir-

Speaker speaker_2: 2-

Speaker speaker_1: The first and last name of the person that you're calling in regards to. We're not a carrier.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: We're an account administrator.

Speaker speaker_2: We are carrier. It's, uh, Marie. I'll spell it as M-A-R-I-E, and last name is spelt as D-E-S-I-R. And the date of birth for this member is, uh, April 8, 1971.

Speaker speaker_1: You said the name was Marie, last name Desir? Two Rs at the end?

Speaker speaker_2: Yes.

Speaker speaker_1: D-E-S-I-R-R?

Speaker speaker_2: Yes.

Speaker speaker_1: Is she a dependent on anyone's policy? 'Cause I'm not pulling any member with that first and last name-

Speaker speaker_2: No, uh-

Speaker speaker_1: ... or that last name in general.

Speaker speaker_2: Last name is spelt as D-E-S-I-R.

Speaker speaker_1: Yes, sir. I tried it with one R and with two Rs and I'm not pulling anything under that last name or first name.

Speaker speaker_2: So how we can check?

Speaker speaker_1: There isn't any way for me to check, sir. Our system, if I had that file, would have pulled up something with the last name or first name. I'm not populating anything in my system.

Speaker speaker_2: Uh, it's like individual ATC health services. Uh-

Speaker speaker_1: Yes, sir. So I already put in the last name and the first name. My system is not locating anybody with that first and last name in general in our system.

Speaker speaker_2: So is there any alternate way to check the patient detail?

Speaker speaker_1: Unfortunately, no, 'cause we don't own any of the plans. We're just the account administrators for the services over by the staffing companies. The only way my system can locate someone is with their first and last name or if we have the first and last name and last four of the Social. Due to the fact that I searched with just the last name and nothing is populating, we don't have any information on the patient that you're calling in

regards to.

Speaker speaker_2: Okay, so how will we receive the payments on July 23, 2024?

Speaker speaker_1: Mr. Ethan, I hope you understand that at this moment I don't have anything in front of my computer to be of assistance to you. I do not have any account. I do not have access to any records at this time. We're not the carrier, so any claim information or billing information, we also do not have access to it. I wasn't even able to locate an account for that specific patient you're calling in regards to. I do apologize to be so stern, but I cannot assist you 'cause I don't have a way to.

Speaker speaker_2: What is her mailing address?

Speaker speaker_1: Sir, once again, I wouldn't be able to provide you that information because I cannot find the patient. I do not know who her insurance is with. I cannot assist you.

Speaker speaker_2: But at least you should have your insurance... But at least you should have your insurance detail, right? What is her mailing address to submit the claim?

Speaker speaker_1: No, sir, because-

Speaker speaker_2: It's dependent on patient?

Speaker speaker_1: ... there is more than one carrier. I wouldn't have even that information because there's more than one carrier. I will need to know the specific policy of that person.

Speaker speaker_2: Okay, fine. Call her first number.

Speaker speaker_1: I don't have one, sir, because we didn't do anything. We only-