

Transcript: Francesca

Baez-6422420586446848-5822878182752256

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, how are you? Good afternoon. My name is Francesca with Beneficino Car. How can I assist you today? Uh, Francesca, this is Hope at Greenville CVA Heart Institute, Greenville, Tennessee. And I'm calling in regard to a patient of ours that had new insurance as, uh, effective today. And he has an appointment Wednesday, and he said that he had spoke to someone, and we could call in and get his, uh, policy number and everything like that for his appointment Wednesday. Okay. And you said that you're calling with Greenville CVA Heart Institute? Yes, uh-huh. And the patient's name is Marty, M-A-R-T-Y. Okay. Brooks, B-R-O-O-K-S. And his date of birth is 11/13/71. So, we'll go take a right down two doors, and then I'll be in there. Oh. How are you doing? You're welcome. 11/13/71. Okay, so this number just became active today? Uh-huh. I will have to take a look and see whether or not we have that information because to be 100% honest- Okay. ... if you become active on a Monday, that information is being created. It wouldn't be accessible to us since we're not the actual carrier. We're only an account administrator. Let me take a look and see if they already uploaded it. If not, unfortunately, the only thing I can really provide you is word of mouth that he is currently active today because we just received payment for the activation this morning. Uh-huh. And that was sent over to the insurance company. Um, yes, so at the moment, we do not have his information accessible. I can request for the front office to locate it for us, but that callback will be directly to the member to provide that information. That would be the only thing. Yeah, that makes sense. I told him, I said, "I wasn't even sure that y'all would give it out." He says, "Well, I don't have it, so..." Okay. All right, dear. I appreciate your help. I apologize, Miss Hope, because if it was in the system, we do give it out- Yeah. ... that way, like over the phone- Oh, perfect. ... to verify coverage. Yeah. But it is a fact that we don't have access to it yet because it's being made at the moment. Okay. All right, dear. I appreciate your help. You're welcome, ma'am. I hope you have a wonderful rest of your day, and thank you for your time in calling us today. Thank you. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Hi, how are you?

Speaker speaker_2: Good afternoon. My name is Francesca with Beneficino Car. How can I assist you today?

Speaker speaker_1: Uh, Francesca, this is Hope at Greenville CVA Heart Institute, Greenville, Tennessee. And I'm calling in regard to a patient of ours that had new insurance as, uh, effective today. And he has an appointment Wednesday, and he said that he had spoke to someone, and we could call in and get his, uh, policy number and everything like that for his appointment Wednesday.

Speaker speaker_2: Okay. And you said that you're calling with Greenville CVA Heart Institute?

Speaker speaker_1: Yes, uh-huh. And the patient's name is Marty, M-A-R-T-Y.

Speaker speaker_2: Okay.

Speaker speaker_1: Brooks, B-R-O-O-K-S. And his date of birth is 11/13/71.

Speaker speaker_3: So, we'll go take a right down two doors, and then I'll be in there.

Speaker speaker_4: Oh.

Speaker speaker_3: How are you doing? You're welcome.

Speaker speaker_2: 11/13/71. Okay, so this number just became active today?

Speaker speaker_1: Uh-huh.

Speaker speaker_2: I will have to take a look and see whether or not we have that information because to be 100% honest-

Speaker speaker_1: Okay.

Speaker speaker_2: ... if you become active on a Monday, that information is being created. It wouldn't be accessible to us since we're not the actual carrier. We're only an account administrator. Let me take a look and see if they already uploaded it. If not, unfortunately, the only thing I can really provide you is word of mouth that he is currently active today because we just received payment for the activation this morning.

Speaker speaker_1: Uh-huh.

Speaker speaker_2: And that was sent over to the insurance company. Um, yes, so at the moment, we do not have his information accessible. I can request for the front office to locate it for us, but that callback will be directly to the member to provide that information. That would be the only thing.

Speaker speaker_1: Yeah, that makes sense. I told him, I said, "I wasn't even sure that y'all would give it out." He says, "Well, I don't have it, so..." Okay. All right, dear. I appreciate your help.

Speaker speaker_2: I apologize, Miss Hope, because if it was in the system, we do give it out-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... that way, like over the phone-

Speaker speaker_1: Oh, perfect.

Speaker speaker_2: ... to verify coverage.

Speaker speaker_1: Yeah.

Speaker speaker_2: But it is a fact that we don't have access to it yet because it's being made at the moment.

Speaker speaker_1: Okay. All right, dear. I appreciate your help.

Speaker speaker_2: You're welcome, ma'am. I hope you have a wonderful rest of your day, and thank you for your time in calling us today.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye.