

Transcript: Francesca

Baez-6439058582487040-6730807724949504

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. My name is Francesca with Benefits in a Car. How can I assist you today? Uh, good morning, ma'am. This is, uh, a monthly. My mom use your insurance, so she want to go to the doctor. I just want to make sure, can she go the, the hospital? Does insurance cover everything? Not everything, like, uh, some part, whatever. Is she there with you? Yeah, she live with me. No, is she there physically next to you? I'm sorry? Is she there physically next to you? Oh, yeah. She's, uh, she's right here. We on a call with, uh, her but, uh, she's not speaking English. That is the reason I called you. Okay, so I need verbal authorization from your mother- Okay, no problem. ... for me to pull up her account. No problem, no problem. You can. Mommy? Let me know when you put her on the phone. Oh, yeah. Uh, I put, uh, uh, phone on speaker so she, you can talk with f1 and Ÿ2. Perfect. Good morning, ma'am. My name is Francesca with Benefits in a Car. Can you give me authorization to speak with your daughter in regards to your account? Yes, Karu. Yes. Okay. What staffing company does she work for? Uh, Polytechn- Polytechnic. Polytechnic. Okay, and what are the last four of her Social? Social, uh, double four, two, zero. Okay. And then I just need either of you to verify her address and her date of birth for me. Sure. Uh, uh, her date of birth. Uh, January, uh, no, sorry, sorry. Uh, first of April 1968. April 1, 1968, her date of birth, and her address, 1007 Barberry Drive, Greenwood, Indiana, 46143. All right. I have down that her best phone number is 610-810-5103? Yes, ma'am. Okay, and then the last thing, I have her email down as J-A-S-wintermihastoo@gmail.com? Uh, W? No, it should start with S. Uh, no, I have it down as... Can you tell- Huh? The email, can you tell the email again, please? Yes, ma'am. I have it down as J-A-S-wintermihastoo@gmail.com. No. No, J-A-S, not her email. Okay. Do you want me to change it? Yes. Uh, I would like to change her email. Okay, which email would you like me to put on her account? Uh, give me a second, please. Thank you. Okay. Mommy, f1 and Ÿ2. Phone f1 and Ÿ2. Uh, Polytechnic. Dei, ■3 I get that phone. Please, ma'am, wait a second. She, um, gets her email. All right, take your time. Oh, thank you. Huh? Dekhu, lomlina di. 757... Oh, yeah, ma'am. I'm ready to tell you the, uh, her email. S like Sam, U like umbrella, K like king, H like Henry, W like winter, I like Indiana, N like Nancy, D like dog, E like elephant, R like Robert. Jaur75718@gmail.com. It's her first name and last name, then 75718 at gmail.com. Hello? Yes, ma'am. All right. I have it all set and I changed it. Okay, thank you. Thank you. Of course. Let's see, so she's enrolled into the MEC Enhance, which should have coverage for the hospital. Okay. You just have to make sure that she's going to a hospital that's within network. Okay. Ma'am, I give you the address of the, uh, of the place where she need to go her, uh, knee doctor. Uh, can I tell you the address so you make sure she can go over there, insurance cover or not? So you have to actually see with a different company. They're called the MultiPlan Network. They're the ones that have that list of who's within that

network. Do you want me to give you their phone number and get you transferred? Uh, okay. You can transfer, please. Okay, do you want me to just transfer you now? Yeah, transfer me right now so I make sure over there she can go. Uh, thank you. My pleasure. Have a wonderful rest of your day. You, too. Thank you.

Conversation Format

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

Speaker speaker_1: Good morning. My name is Francesca with Benefits in a Car. How can I assist you today?

Speaker speaker_2: Uh, good morning, ma'am. This is, uh, a monthly. My mom use your insurance, so she want to go to the doctor. I just want to make sure, can she go the, the hospital? Does insurance cover everything? Not everything, like, uh, some part, whatever.

Speaker speaker_1: Is she there with you?

Speaker speaker_2: Yeah, she live with me.

Speaker speaker_1: No, is she there physically next to you?

Speaker speaker_2: I'm sorry?

Speaker speaker_1: Is she there physically next to you?

Speaker speaker_2: Oh, yeah. She's, uh, she's right here. We on a call with, uh, her but, uh, she's not speaking English. That is the reason I called you.

Speaker speaker_1: Okay, so I need verbal authorization from your mother-

Speaker speaker_2: Okay, no problem.

Speaker speaker_1: ... for me to pull up her account.

Speaker speaker_2: No problem, no problem. You can.

Speaker speaker_3: Mommy?

Speaker speaker_1: Let me know when you put her on the phone.

Speaker speaker_2: Oh, yeah. Uh, I put, uh, uh, phone on speaker so she, you can talk with f1 and Ÿ2.

Speaker speaker_1: Perfect. Good morning, ma'am. My name is Francesca with Benefits in a Car. Can you give me authorization to speak with your daughter in regards to your account?

Speaker speaker_2: Yes, Karu.

Speaker speaker_3: Yes.

Speaker speaker_1: Okay. What staffing company does she work for?

Speaker speaker_3: Uh, Polytechn-

Speaker speaker_2: Polytechnic.

Speaker speaker_3: Polytechnic.

Speaker speaker_1: Okay, and what are the last four of her Social?

Speaker speaker_2: Social, uh, double four, two, zero.

Speaker speaker_1: Okay. And then I just need either of you to verify her address and her date of birth for me.

Speaker speaker_3: Sure.

Speaker speaker_2: Uh, uh, her date of birth.

Speaker speaker_3: Uh, January, uh, no, sorry, sorry. Uh, first of April 1968.

Speaker speaker_2: April 1, 1968, her date of birth, and her address, 1007 Barberry Drive, Greenwood, Indiana, 46143.

Speaker speaker_1: All right. I have down that her best phone number is 610-810-5103?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay, and then the last thing, I have her email down as J-A-S-wintermihastoo@gmail.com?

Speaker speaker_2: Uh, W? No, it should start with S.

Speaker speaker_1: Uh, no, I have it down as...

Speaker speaker_2: Can you tell-

Speaker speaker_1: Huh?

Speaker speaker_2: The email, can you tell the email again, please?

Speaker speaker_1: Yes, ma'am. I have it down as J-A-S-wintermihastoo@gmail.com.

Speaker speaker_2: No. No, J-A-S, not her email.

Speaker speaker_1: Okay. Do you want me to change it?

Speaker speaker_2: Yes. Uh, I would like to change her email.

Speaker speaker_1: Okay, which email would you like me to put on her account?

Speaker speaker_2: Uh, give me a second, please. Thank you.

Speaker speaker_1: Okay.

Speaker speaker_2: Mommy, f1 and Y2.

Speaker speaker_3: Phone f1 and Y2.

Speaker speaker_2: Uh, Polytechnic.

Speaker speaker_3: Dei, ■3 I get that phone.

Speaker speaker_2: Please, ma'am, wait a second. She, um, gets her email.

Speaker speaker_1: All right, take your time.

Speaker speaker_2: Oh, thank you.

Speaker speaker_3: Huh?

Speaker speaker_2: Dekhu, lomlina di.

Speaker speaker_3: 757...

Speaker speaker_2: Oh, yeah, ma'am. I'm ready to tell you the, uh, her email. S like Sam, U like umbrella, K like king, H like Henry, W like winter, I like Indiana, N like Nancy, D like dog, E like elephant, R like Robert. Jaur75718@gmail.com. It's her first name and last name, then 75718 at gmail.com.

Speaker speaker_3: Hello?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right. I have it all set and I changed it.

Speaker speaker_2: Okay, thank you.

Speaker speaker_3: Thank you.

Speaker speaker_1: Of course. Let's see, so she's enrolled into the MEC Enhance, which should have coverage for the hospital.

Speaker speaker_2: Okay.

Speaker speaker_1: You just have to make sure that she's going to a hospital that's within network.

Speaker speaker_2: Okay. Ma'am, I give you the address of the, uh, of the place where she need to go her, uh, knee doctor. Uh, can I tell you the address so you make sure she can go over there, insurance cover or not?

Speaker speaker_1: So you have to actually see with a different company. They're called the MultiPlan Network. They're the ones that have that list of who's within that network. Do you want me to give you their phone number and get you transferred?

Speaker speaker_2: Uh, okay. You can transfer, please.

Speaker speaker_1: Okay, do you want me to just transfer you now?

Speaker speaker_2: Yeah, transfer me right now so I make sure over there she can go. Uh, thank you.

Speaker speaker_1: My pleasure. Have a wonderful rest of your day.

Speaker speaker_2: You, too. Thank you.