# Transcript: Franchesca Baez-6439314491654144-6610649327026176

## Full Transcript

Your call may be monitored or recorded for quality assurance purposes. My name is Francesca. ... today. Hi, I am calling, um... I just wanted to get your claims address, a medical claim. Do you know whether it is for American Public Life or Non-Eligible? D- Um, I don't. Do you have the information of the patient you're calling in for? I do. Okay, what is your name and the provider's office you're calling with? My name is Maribel. I'm calling with MultiCare Health System. You say your name is Meredith, correct? Maribel. M-A-R-I-B-E-L. And what is the first name for the patient? Uh, this is for Fetaliga. F-E-T-A-L-A-I-G-A. And what is her last name? Her last name is Ene. E-N-E. You said first name is F-E-T-A-L-A-I-G-A? F-E-T-A-L-A-I-G-A. Yes. And last name, E-N-E? E-N-E? Yes. Do you know if she's a dependent on someone's policy? 'Cause I'm not pulling anything in the system for her. Um, let me think about this. I'm not seeing another guarantor on her account. Okay. Um, so unfortunately, we're not an account... Um, we're not a carrier through, we're just an account administrator. So I don't have a way to locate her into our system if I don't pull up an account. Okay. I do have an ID number and a Social Security number, if that would help. So I will still need to know what staffing company she's working with, in order to use the social number. Okay. Okay. I'm showing Partners Personnel. Okay. What is that Social? Uh, her Social is 750-03-6857. What is the date of birth you have? What is the date of birth you have? Uh, date of birth is 3/14/1994. Okay. So I did look at an account. The first name is a little bit different than the one provided. Um, but the date of birth and the Social and last name match. The only thing is, she has never had coverage with us. Okay. Did she provide you guys with a benefit card? Yes. Um, this is the phone number I'm calling, the one on the card. Yeah, so I'm unsure how she got the benefit card 'cause she has never enrolled for benefits with us. We had had this account since 2022. Okay. Does it- So just zero benefits coming in? Yes, ma'am. So per my system, she has never been enrolled into coverage. Oh wow, okay. Yeah, I'm showing her card here. Uh, I do see the n- the difference in the name. And I'm showing effective date 5/23/22. Um, what is that 5/23/22, I'm sorry? Uh, it's showing an effective date of 5/23/22. That's weird, 'cause we don't have any, at all, enrollment for her. This is the first we're seeing such a file. She has never called in to ask for benefits either. Okay. All right, no worries. If I could just get your name and a call reference number, please? My name's Francesca. Okay. Um, and then for the reference number, it'll be FB12122024. You said FB12122024? Yes, ma'am. Yep. Okay, awesome. Thank you so much for looking into that for me. No problem. I did also try to look for anybody else matching the last four in the last name, but she's the only file, the one that shows no coverage on, the only one popping up. Okay. All right, no worries. Thank you so much for that. No problem. I hope you have a wonderful rest of your day. Thank you for calling in today.

# Conversation Format

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

Speaker speaker_1: My name is Francesca. ... today.

Speaker speaker_2: Hi, I am calling, um... I just wanted to get your claims address, a medical claim.

Speaker speaker_1: Do you know whether it is for American Public Life or Non-Eligible? D-

Speaker speaker_2: Um, I don't.

Speaker speaker_1: Do you have the information of the patient you're calling in for?

Speaker speaker_2: I do.

Speaker speaker_1: Okay, what is your name and the provider's office you're calling with?

Speaker speaker_2: My name is Maribel. I'm calling with MultiCare Health System.

Speaker speaker_1: You say your name is Meredith, correct?

Speaker speaker_2: Maribel. M-A-R-I-B-E-L.

Speaker speaker_1: And what is the first name for the patient?

Speaker speaker_2: Uh, this is for Fetaliga. F-E-T-A-L-A-I-G-A.

Speaker speaker_1: And what is her last name?

Speaker speaker_2: Her last name is Ene. E-N-E.

Speaker speaker_1: You said first name is F-E-T-A-L-A-I-G-A?

Speaker speaker_2: F-E-T-A-L-A-I-G-A. Yes.

Speaker speaker_1: And last name, E-N-E?

Speaker speaker_2: E-N-E? Yes.

Speaker speaker_1: Do you know if she's a dependent on someone's policy? 'Cause I'm not pulling anything in the system for her.

Speaker speaker_2: Um, let me think about this. I'm not seeing another guarantor on her account.

Speaker speaker_1: Okay. Um, so unfortunately, we're not an account... Um, we're not a carrier through, we're just an account administrator. So I don't have a way to locate her into our system if I don't pull up an account.

Speaker speaker_2: Okay. I do have an ID number and a Social Security number, if that would help.

Speaker speaker_1: So I will still need to know what staffing company she's working with, in order to use the social number.

Speaker speaker_2: Okay. Okay. I'm showing Partners Personnel.

Speaker speaker_1: Okay. What is that Social?

Speaker speaker_2: Uh, her Social is 750-03-6857.

Speaker speaker_1: What is the date of birth you have? What is the date of birth you have?

Speaker speaker_2: Uh, date of birth is 3/14/1994.

Speaker speaker_1: Okay. So I did look at an account. The first name is a little bit different than the one provided. Um, but the date of birth and the Social and last name match. The only thing is, she has never had coverage with us.

Speaker speaker_2: Okay.

Speaker speaker_1: Did she provide you guys with a benefit card?

Speaker speaker_2: Yes. Um, this is the phone number I'm calling, the one on the card.

Speaker speaker_1: Yeah, so I'm unsure how she got the benefit card 'cause she has never enrolled for benefits with us. We had had this account since 2022.

Speaker speaker_2: Okay.

Speaker speaker_1: Does it-

Speaker speaker_2: So just zero benefits coming in?

Speaker speaker_1: Yes, ma'am. So per my system, she has never been enrolled into coverage.

Speaker speaker_2: Oh wow, okay. Yeah, I'm showing her card here. Uh, I do see the n- the difference in the name. And I'm showing effective date 5/23/22.

Speaker speaker_1: Um, what is that 5/23/22, I'm sorry?

Speaker speaker_2: Uh, it's showing an effective date of 5/23/22.

Speaker speaker_1: That's weird, 'cause we don't have any, at all, enrollment for her. This is the first we're seeing such a file. She has never called in to ask for benefits either.

Speaker speaker_2: Okay. All right, no worries. If I could just get your name and a call reference number, please?

Speaker speaker_1: My name's Francesca.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, and then for the reference number, it'll be FB12122024.

Speaker speaker_2: You said FB12122024?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Yep. Okay, awesome. Thank you so much for looking into that for me.

Speaker speaker_1: No problem. I did also try to look for anybody else matching the last four in the last name, but she's the only file, the one that shows no coverage on, the only one popping up.

Speaker speaker_2: Okay. All right, no worries. Thank you so much for that.

Speaker speaker_1: No problem. I hope you have a wonderful rest of your day. Thank you for calling in today.