

Transcript: Francesca

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Full Transcript

Thank you for calling ... My name is Francesca today. Hello? Yes, hello? Hi, this is Jack from provider office and I am looking for the claims status. What is your name? I'm sorry. Jack, J-A-C-K and last name initial D as in delta. This is for a vision, medical or dental claim? Uh, for medical. And what provider office are you calling with? Uh, the provider office is... I'll wait for a second. So the provider office is West Georgia Eye Care Center, PA. And you're sure this is for medical and not vision, sir? Yes, this is the medical claim. About the medical claim. Yes, sir. But my question is, was it for medical services or vision services? Because it sounds like the provider office you're calling from is a vision office. So I'm just making sure. Okay. Does it say anywhere there what type of service it's for? Uh, date of service? No, sir. What type of service it's for. Uh, I'm looking for the claim status. Okay. So you're calling into a medical administrator for healthcare. We're not the insurance. What we do when you guys called in for a claim status is we go ahead and let you know what carrier the member was active with and then get you transferred over to them. In order for me to do that, I need to know if this is for actual medical benefits like your body health or if this is for vision benefits like your eye care. Okay. So can you please, uh, transfer this call to the Medicare? I can't transfer you to the carrier unless I know which is the correct one, sir. Does anywhere in that claim by you're calling in regards to state what type of service were provided? If there were medical or vision benefits being provided?

Conversation Format

Speaker speaker_0: Thank you for calling ... My name is Francesca today.

Speaker speaker_1: Hello?

Speaker speaker_0: Yes, hello?

Speaker speaker_1: Hi, this is Jack from provider office and I am looking for the claims status.

Speaker speaker_0: What is your name? I'm sorry.

Speaker speaker_1: Jack, J-A-C-K and last name initial D as in delta.

Speaker speaker_0: This is for a vision, medical or dental claim?

Speaker speaker_1: Uh, for medical.

Speaker speaker_0: And what provider office are you calling with?

Speaker speaker_1: Uh, the provider office is... I'll wait for a second. So the provider office is West Georgia Eye Care Center, PA.

Speaker speaker_0: And you're sure this is for medical and not vision, sir?

Speaker speaker_1: Yes, this is the medical claim. About the medical claim.

Speaker speaker_0: Yes, sir. But my question is, was it for medical services or vision services? Because it sounds like the provider office you're calling from is a vision office. So I'm just making sure.

Speaker speaker_1: Okay.

Speaker speaker_0: Does it say anywhere there what type of service it's for?

Speaker speaker_1: Uh, date of service?

Speaker speaker_0: No, sir. What type of service it's for.

Speaker speaker_1: Uh, I'm looking for the claim status.

Speaker speaker_0: Okay. So you're calling into a medical administrator for healthcare. We're not the insurance. What we do when you guys called in for a claim status is we go ahead and let you know what carrier the member was active with and then get you transferred over to them. In order for me to do that, I need to know if this is for actual medical benefits like your body health or if this is for vision benefits like your eye care.

Speaker speaker_1: Okay. So can you please, uh, transfer this call to the Medicare?

Speaker speaker_0: I can't transfer you to the carrier unless I know which is the correct one, sir. Does anywhere in that claim by you're calling in regards to state what type of service were provided? If there were medical or vision benefits being provided?