

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today?
Hi, Francesca. My name is Megan. I'm calling from a dental office. Um, we received an EOB stating you are waiting for information to confirm eligibility of benefits, um, for a patient of ours. I was just wondering if there is anything we need to do to help with that? I will have to take a look and see who the carrier is- Sure. ... because we actually don't have access to that portion of the benefits. We only administer them. Okay. Okay. What dental office are you calling with? Dr. Richard Berg. B-E-R-G. Thanks, Jennifer. All right. Bye-bye. And what is the first and last name of that patient? Steven Brown. And date of birth? Um, his date of birth is 4/19/72. Do you know if he's a dependent on someone's policy by any chance? Um, he did not have... He used to have guardian but he doesn't have that anymore as a primary. He just has you guys. Oh, no, no. I mean if he's a dependent on someone's policy. Oh, um, no. He's the... Actually, you know what? Let me double check that. We have him as a subscriber. And you said that name was Steven Brown? Yeah. Yep. S-T-E-V-E-N. And date of birth was 4/19/72? Uh, yes. Because I'm not populating any account with that first and last name and date of birth. Okay. Uh... I have like a claim number and a policy number. I don't know if that would be helpful. No. Um, aside from that, I mean, I can get you to the carrier because other staffing companies that we administer the insurance for, they always have that one specific dental plan. There's no other option. So there will be only one carrier for dental. Okay. Um, I'll go ahead and get you transferred over to American Public Life who's the carrier. Do you want their phone number before I transfer? Um, I think we have it. Thank you though very much. Okay. Great. So I'm going to go ahead and get you transferred over or will you be coming later on your own time? Um, if you don't mind transferring me, that would be wonderful. Of course. Be with you in one moment. Thanks.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi, Francesca. My name is Megan. I'm calling from a dental office. Um, we received an EOB stating you are waiting for information to confirm eligibility of benefits, um, for a patient of ours. I was just wondering if there is anything we need to do to help with that?

Speaker speaker_0: I will have to take a look and see who the carrier is-

Speaker speaker_1: Sure.

Speaker speaker_0: ... because we actually don't have access to that portion of the benefits. We only administer them.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: What dental office are you calling with?

Speaker speaker_1: Dr. Richard Berg. B-E-R-G.

Speaker speaker_2: Thanks, Jennifer. All right. Bye-bye.

Speaker speaker_0: And what is the first and last name of that patient?

Speaker speaker_1: Steven Brown.

Speaker speaker_0: And date of birth?

Speaker speaker_1: Um, his date of birth is 4/19/72.

Speaker speaker_0: Do you know if he's a dependent on someone's policy by any chance?

Speaker speaker_1: Um, he did not have... He used to have guardian but he doesn't have that anymore as a primary. He just has you guys.

Speaker speaker_0: Oh, no, no. I mean if he's a dependent on someone's policy.

Speaker speaker_1: Oh, um, no. He's the... Actually, you know what? Let me double check that. We have him as a subscriber.

Speaker speaker_0: And you said that name was Steven Brown?

Speaker speaker_1: Yeah. Yep. S-T-E-V-E-N.

Speaker speaker_0: And date of birth was 4/19/72?

Speaker speaker_1: Uh, yes.

Speaker speaker_0: Because I'm not populating any account with that first and last name and date of birth.

Speaker speaker_1: Okay. Uh... I have like a claim number and a policy number. I don't know if that would be helpful.

Speaker speaker_0: No. Um, aside from that, I mean, I can get you to the carrier because other staffing companies that we administer the insurance for, they always have that one specific dental plan. There's no other option. So there will be only one carrier for dental.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, I'll go ahead and get you transferred over to American Public Life who's the carrier. Do you want their phone number before I transfer?

Speaker speaker_1: Um, I think we have it. Thank you though very much.

Speaker speaker_0: Okay.

Speaker speaker_1: Great.

Speaker speaker_0: So I'm going to go ahead and get you transferred over or will you be coming later on your own time?

Speaker speaker_1: Um, if you don't mind transferring me, that would be wonderful.

Speaker speaker_0: Of course. Be with you in one moment.

Speaker speaker_1: Thanks.