

Transcript: Francesca

Baez-6712686423490560-5259385622413312

Full Transcript

Thank you for calling Benefits ... My name is Francesca. How can I assist you today? Good morning, Francesca. This is Yadi calling from Prisma Urgent Care. I need to, uh, verify eligibility for one of our patients, please. All right. And you say your first name was Yadi? Say it again, ma'am? Yes, ma'am. I was just asking for your first name. Yadi, Y-A-D-I. Okay. What is the first and last name of your patient? Okay. That would be first name H-O-L-L-E-Y... No, I'm sorry. It's Mzavian. M-Z-Z-A-V-I-O-N. And then that first name was Holly, right? Correct. Mm-hmm. Well, you said the last name was M-C, Z as in zebra, A-V-I-O-N, right? Yeah. M-C-Z-A-V-I-O-N. I have his, um, policy number, if that'll help you. The thing is, we're not the carrier. We're just the account administrator, so my system doesn't have any way for me to put a group, member or policy number. I can only do the first and last names. Mm-hmm. Um, but in my system, I'm not showing anyone under that last name. Is the patient, by any chance, they dependent on someone's policy? No. Try it the other way around. Try H-O-L-L-E-Y and then Mzavian, 'cause that's what the other representatives had to do, I guess, to transfer me to you. And when you say flip it, like put the last name as the first name and the first name as the last name- Correct. ... right? Yes, ma'am. Yes, ma'am. No one is popping up on my system with that last name as a first or last name. Okay. Do you want me to spell it, like, for you? Like, how do you have Holly spelled? H-O-L-L-E-Y. Okay. And then the first name or the other name, Mzavian, spell that. M as in Mary, C as in Charlie, Z as in zebra, A as in alpha, B as in boy, I as in ice, O as in Oscar- No, Z- ... and as in daisy? It's Z as in zebra, A as in apple, and V as in Victor. Mm-hmm. And what was the date of birth? The date of birth is 10/17/2000. Okay. That one I did find. Um, and this was verification for medical, dental or vision services? For urgent bene- urgent care benefits. Okay. Um, yeah, she's currently active for medical with urgent care benefits. Okay. Is there an effective date? The policy has been effective ever since last year, September 9th, 2024. Okay. Is there a co-pay for urgent care? Let's see. Um, yes. It says that she did get four visits per year with a \$60 co-pay per the benefit guide. Um, but it does also state that she ha- has a network requirement. Okay. And, um, you said there is, uh, c- uh, benefits for urgent care, correct? Yes, ma'am. Okay. Can I get a reference number for this call, please? Um, yes, ma'am. It will be F03. Mm-hmm. 272- Okay. 025. Okay. So F as in Frank? Yes, ma'am. 03272025. Yes, ma'am. All right. Thank you so much. I appreciate your help this morning. Of course, my pleasure have a great day. You too. And bye-bye. And bye.

Conversation Format

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

Speaker speaker_1: Good morning, Francesca. This is Yadi calling from Prisma Urgent Care. I need to, uh, verify eligibility for one of our patients, please.

Speaker speaker_0: All right. And you say your first name was Yadi?

Speaker speaker_1: Say it again, ma'am?

Speaker speaker_0: Yes, ma'am. I was just asking for your first name.

Speaker speaker_1: Yadi, Y-A-D-I.

Speaker speaker_0: Okay. What is the first and last name of your patient?

Speaker speaker_1: Okay. That would be first name H-O-L-L-E-Y... No, I'm sorry. It's Mzavian. M-Z-Z-A-V-I-O-N.

Speaker speaker_0: And then that first name was Holly, right?

Speaker speaker_1: Correct.

Speaker speaker_0: Mm-hmm. Well, you said the last name was M-C, Z as in zebra, A-V-I-O-N, right?

Speaker speaker_1: Yeah. M-C-Z-A-V-I-O-N. I have his, um, policy number, if that'll help you.

Speaker speaker_0: The thing is, we're not the carrier. We're just the account administrator, so my system doesn't have any way for me to put a group, member or policy number. I can only do the first and last names.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, but in my system, I'm not showing anyone under that last name. Is the patient, by any chance, they dependent on someone's policy?

Speaker speaker_1: No. Try it the other way around. Try H-O-L-L-E-Y and then Mzavian, 'cause that's what the other representatives had to do, I guess, to transfer me to you.

Speaker speaker_0: And when you say flip it, like put the last name as the first name and the first name as the last name-

Speaker speaker_1: Correct.

Speaker speaker_0: ... right?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Yes, ma'am. No one is popping up on my system with that last name as a first or last name.

Speaker speaker_1: Okay. Do you want me to spell it, like, for you? Like, how do you have Holly spelled?

Speaker speaker_0: H-O-L-L-E-Y.

Speaker speaker_1: Okay. And then the first name or the other name, Mzavian, spell that.

Speaker speaker_0: M as in Mary, C as in Charlie, Z as in zebra, A as in alpha, B as in boy, I as in ice, O as in Oscar-

Speaker speaker_1: No, Z-

Speaker speaker_0: ... and as in daisy?

Speaker speaker_1: It's Z as in zebra, A as in apple, and V as in Victor.

Speaker speaker_0: Mm-hmm. And what was the date of birth?

Speaker speaker_1: The date of birth is 10/17/2000.

Speaker speaker_0: Okay. That one I did find. Um, and this was verification for medical, dental or vision services?

Speaker speaker_1: For urgent bene- urgent care benefits.

Speaker speaker_0: Okay. Um, yeah, she's currently active for medical with urgent care benefits.

Speaker speaker_1: Okay. Is there an effective date?

Speaker speaker_0: The policy has been effective ever since last year, September 9th, 2024.

Speaker speaker_1: Okay. Is there a co-pay for urgent care?

Speaker speaker_0: Let's see. Um, yes. It says that she did get four visits per year with a \$60 co-pay per the benefit guide. Um, but it does also state that she ha- has a network requirement.

Speaker speaker_1: Okay. And, um, you said there is, uh, c- uh, benefits for urgent care, correct?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. Can I get a reference number for this call, please?

Speaker speaker_0: Um, yes, ma'am. It will be F03.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: 272-

Speaker speaker_1: Okay.

Speaker speaker_0: 025.

Speaker speaker_1: Okay. So F as in Frank?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: 03272025.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: All right. Thank you so much. I appreciate your help this morning.

Speaker speaker_0: Of course, my pleasure have a great day.

Speaker speaker_1: You too. And bye-bye.

Speaker speaker_0: And bye.