

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. My name is Nicole. I'm calling from Standup MRI and I'm calling to verify, um, patient to see if we, uh, participate. I'm sorry. Um, I'm sorry, just for clarification, like if you're within the network for that member's plan or if they're active? Um, I'm not sure if we're in network, so that's what I'm calling to see. Understood. And what was that provider office you're with one more time, please? Standup MRI of Wantagh, also known as Comprehensive MRI of New York. All right, and what is that patient's... I apologize. What is that patient's first and last name? Elizabeth Glander. And can you spell the last name for me? Oh, uh, yeah. G-L-A-N-D-E-R. Thank you. Bear with me one moment. Do you have her current address by any chance? No. Or actually date of birth will work. Yeah. 4-24-92. There we go. So her current medical plan doesn't have any network restrictions, so you don't have to be in network with them. The carrier is American Public Life. You'll just have to make sure that you guys do work with that insurance. Okay. American Public Life. Do you need their phone number as well- Yeah. ... Ms. Nicole? Of course. It is 800-256-8606. Okay. So who am I speaking with now? Because what... I called another name... number and they gave me this number to verify. Yes. We're their account administrators, so the health benefits, their staffing company offers, but we don't own any of the benefits or their carrier for them. Gotcha. Okay. All right. Thank you. Of course. Have a great day. You too. Bye-bye.

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. My name is Nicole. I'm calling from Standup MRI and I'm calling to verify, um, patient to see if we, uh, participate. I'm sorry.

Speaker speaker_0: Um, I'm sorry, just for clarification, like if you're within the network for that member's plan or if they're active?

Speaker speaker_1: Um, I'm not sure if we're in network, so that's what I'm calling to see.

Speaker speaker_0: Understood. And what was that provider office you're with one more time, please?

Speaker speaker_1: Standup MRI of Wantagh, also known as Comprehensive MRI of New York.

Speaker speaker_0: All right, and what is that patient's... I apologize. What is that patient's first and last name?

Speaker speaker_1: Elizabeth Glander.

Speaker speaker_0: And can you spell the last name for me?

Speaker speaker_1: Oh, uh, yeah. G-L-A-N-D-E-R.

Speaker speaker_0: Thank you. Bear with me one moment. Do you have her current address by any chance?

Speaker speaker_1: No.

Speaker speaker_0: Or actually date of birth will work.

Speaker speaker_1: Yeah. 4-24-92.

Speaker speaker_0: There we go. So her current medical plan doesn't have any network restrictions, so you don't have to be in network with them. The carrier is American Public Life. You'll just have to make sure that you guys do work with that insurance.

Speaker speaker_1: Okay. American Public Life.

Speaker speaker_0: Do you need their phone number as well-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... Ms. Nicole? Of course. It is 800-256-8606.

Speaker speaker_1: Okay. So who am I speaking with now? Because what... I called another name... number and they gave me this number to verify.

Speaker speaker_0: Yes. We're their account administrators, so the health benefits, their staffing company offers, but we don't own any of the benefits or their carrier for them.

Speaker speaker_1: Gotcha. Okay. All right. Thank you.

Speaker speaker_0: Of course. Have a great day.

Speaker speaker_1: You too. Bye-bye.