

Transcript: VICTORIA

Taylor-6173100882739200-5177901410893824

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling benefits . This is Victoria. How can I help you? Yeah, no, this is Alice calling from provider's office to check on claim status. Okay. What's the name of the provider's office you're calling from? Hmm. It's Emergency Medicine Services of Texas. It's a we- Hello, can you hear me? Yes, ma'am. What's the name of the provider's office you work for? Emergency Medicine Services of Texas. Emergency Medicine Services of Texas? Yes. Okay. Um, have you tried reaching out to the insurance carrier directly? We don't process claims on our end. Sorry, can you handle the bill right status? We, we do not handle claims. You will need to speak to the insurance carrier directly. Do you know the name of the insurance carrier you're trying to contact? It's I-N-A-I-N-G. Okay. I can give you their phone number. Okay. So it's gonna be 800-833- Mm-hmm. ... 4296. And you want to make sure to hit option one on the prompt system. There is a number which I called now. Did you hit option one? Yes. Okay. Um, I... Yes, so to my knowledge, if you hit any other number, it will transfer you to us, but you wanna make sure to hit option one on their prompt system. Okay. Sorry for that. Thank you so much for the assistance. You're welcome. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling benefits . This is Victoria. How can I help you?

Speaker speaker_1: Yeah, no, this is Alice calling from provider's office to check on claim status.

Speaker speaker_0: Okay. What's the name of the provider's office you're calling from?

Speaker speaker_1: Hmm. It's Emergency Medicine Services of Texas.

Speaker speaker_0: It's a we-

Speaker speaker_1: Hello, can you hear me?

Speaker speaker_0: Yes, ma'am. What's the name of the provider's office you work for?

Speaker speaker_1: Emergency Medicine Services of Texas.

Speaker speaker_0: Emergency Medicine Services of Texas?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, have you tried reaching out to the insurance carrier directly? We don't process claims on our end.

Speaker speaker_1: Sorry, can you handle the bill right status?

Speaker speaker_0: We, we do not handle claims. You will need to speak to the insurance carrier directly. Do you know the name of the insurance carrier you're trying to contact?

Speaker speaker_1: It's I-N-A-I-N-G.

Speaker speaker_0: Okay. I can give you their phone number.

Speaker speaker_1: Okay.

Speaker speaker_0: So it's gonna be 800-833-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 4296. And you want to make sure to hit option one on the prompt system.

Speaker speaker_1: There is a number which I called now.

Speaker speaker_0: Did you hit option one?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, I... Yes, so to my knowledge, if you hit any other number, it will transfer you to us, but you wanna make sure to hit option one on their prompt system.

Speaker speaker_1: Okay. Sorry for that. Thank you so much for the assistance.

Speaker speaker_0: You're welcome. Bye-bye.