

Transcript: VICTORIA

Taylor-6371172336582656-6580505955581952

Full Transcript

... call in benefits on a card. This is Victoria. How can I help you? Hi, this is Alex from, from office to getting the claim status. What's the name of the, uh, provider's office that you work for? Yes, this is Texas Tech University Health Science Center. You said Texas Tech... University Health Science Center. University, is that correct? Yes. You're right. So Texas Tech University, and then what was after that? Health Science Center. Health Center? Health Science Center. Are you here clearly? So I'm sorry. I'm, I'm not understanding. It's Texas Tech University Health Center? Health Science Center. Can you spell that for me? Sorry? Can you spell it for me? I, I'm not s- I'm not sure I'm understanding the last part. Texas Tech University Health, uh, Science Center, Sciences Center. Can you spell it? I have to have this for- Yes. ... documentation purposes. S-C-I-E-N-C-E, science c- C-E-N-T-E-R, center. Is it Health, H-E-A-L-T-H, Center? Yes. You're right. Science Center. Science Center? Yes, yes, yes, yes. Okay. Do you have the last four digits of the patient's Social? Mm, one minute. 2353. And their first and last name? Last name is Vallad, Valladris. First name is Francisco, Francisco. And the date of birth is October 20th, 1970. Okay, so first name is Francisco. Yes. And what was the last name? It's Valladris. Can you spell the patient's last name for me? V-A-L-L. A, d- V-A-L-L? S, A, D, A, R, E, Z. That's it. Okay, so V as in Victor, A-L-L, E- Yes, E- ... D as in dog, then R, E? Yes. Z. Is that how you spell that? Uh, V-A-L-L-A-D, A-R-E-Z. I will repeat it. V-A-L-L-A-D, A-R-E-Z. Okay, are you saying V-A-L-L-A-D-R-E? Yes... Z. R-E-Z. Are you here? Hello? I don't... I, I'm here, sir. I'm just not understanding what you're saying. Is the last name V-A as in apple, L-L as in Larry- No, no. No, no, I will repeat it. Last name is V, V for Victor, V for Victor, A for, uh, Alpha, L for Luma, again L for Luma, A for, uh, Alpha, D for Delta, A for Alpha, R for Romeo, E for Echo, Z for, uh, Zero. Are you got it? Hello, it's too- V-A-L-L-A-D-A-R-E... Z. Uh, uh, you, you, you can't able to patient in your system? I'm not finding any patient with that, that information, no sir. Mm-hmm. So now you provide the claim status. Sir, there's no one pulling up in my system with that information. Mm-hmm. With the name and the social that you just provided me with, no one is pulling up in my system. Mm-hmm. A provider ID. A provider ID? What, I don't understand what you're asking for. Insurance patient ID. Patient ID. No provider ID. That's a patient ID. Okay. Again, sir, I do not have anyone in my system named Francisco and with the last name that you provided. No one is pulling up in my system with that information. Mm-hmm. Mm-hmm. What next? There is nothing next, sir. That is not a patient with us. That is not a member with us. Mm-hmm. Are you understanding what I'm saying? The information that you provided me, that is not- Mm-hmm. ... a member that has our coverage. Mm-hmm. You don't have any coverage, please. There is not a member within our service- Mm-hmm. ... by the name of Francisco. Mm-hmm. They do not have our coverage. Mm-hmm. Just a moment. 7-29-2024. 7-29. Actually... Just a moment. Can I get your good name? Hello. My name is Victoria. Victoria.

Yes. Victoria. Unable to find the patient, right? Correct. Mm-hmm. What's the reference number? We don't have reference numbers. Your reference number, call reference number. Sir, we do not have a call reference number. You can use my name and today's date if you would like but we do not have call reference numbers. Thank you very much. Thank you. Thank you. Thank you. You're welcome. Have a good day. Mm-hmm. Do you need me to disconnect the call, sir? Yes, you carry on. I'm sorry? Okay. Cut the call. Okay. Have a good day. Thank you.

Conversation Format

Speaker speaker_0: ... call in benefits on a card. This is Victoria. How can I help you?

Speaker speaker_1: Hi, this is Alex from, from office to getting the claim status.

Speaker speaker_0: What's the name of the, uh, provider's office that you work for?

Speaker speaker_1: Yes, this is Texas Tech University Health Science Center.

Speaker speaker_0: You said Texas Tech...

Speaker speaker_1: University Health Science Center.

Speaker speaker_0: University, is that correct?

Speaker speaker_1: Yes. You're right.

Speaker speaker_0: So Texas Tech University, and then what was after that?

Speaker speaker_1: Health Science Center.

Speaker speaker_0: Health Center?

Speaker speaker_1: Health Science Center. Are you here clearly?

Speaker speaker_0: So I'm sorry. I'm, I'm not understanding. It's Texas Tech University Health Center?

Speaker speaker_1: Health Science Center.

Speaker speaker_0: Can you spell that for me?

Speaker speaker_1: Sorry?

Speaker speaker_0: Can you spell it for me? I, I'm not s- I'm not sure I'm understanding the last part.

Speaker speaker_1: Texas Tech University Health, uh, Science Center, Sciences Center.

Speaker speaker_0: Can you spell it? I have to have this for-

Speaker speaker_1: Yes.

Speaker speaker_0: ... documentation purposes.

Speaker speaker_1: S-C-I-E-N-C-E, science c- C-E-N-T-E-R, center.

Speaker speaker_0: Is it Health, H-E-A-L-T-H, Center?

Speaker speaker_1: Yes. You're right. Science Center.

Speaker speaker_0: Science Center?

Speaker speaker_1: Yes, yes, yes, yes.

Speaker speaker_0: Okay. Do you have the last four digits of the patient's Social?

Speaker speaker_1: Mm, one minute. 2353.

Speaker speaker_0: And their first and last name?

Speaker speaker_1: Last name is Vallad, Valladris. First name is Francisco, Francisco. And the date of birth is October 20th, 1970.

Speaker speaker_0: Okay, so first name is Francisco.

Speaker speaker_1: Yes.

Speaker speaker_0: And what was the last name?

Speaker speaker_1: It's Valladris.

Speaker speaker_0: Can you spell the patient's last name for me?

Speaker speaker_1: V-A-L-L. A, d-

Speaker speaker_0: V-A-L-L?

Speaker speaker_1: S, A, D, A. R, E, Z. That's it.

Speaker speaker_0: Okay, so V as in Victor, A-L-L, E-

Speaker speaker_1: Yes, E-

Speaker speaker_0: ... D as in dog, then R, E?

Speaker speaker_1: Yes. Z.

Speaker speaker_0: Is that how you spell that?

Speaker speaker_1: Uh, V-A-L-L-A-D, A-R-E-Z. I will repeat it. V-A-L-L-A-D, A-R-E-Z.

Speaker speaker_0: Okay, are you saying V-A-L-L-A-D-R-E?

Speaker speaker_1: Yes... Z. R-E-Z. Are you here? Hello?

Speaker speaker_0: I don't... I, I'm here, sir. I'm just not understanding what you're saying. Is the last name V-A as in apple, L-L as in Larry-

Speaker speaker_1: No, no. No, no, I will repeat it. Last name is V, V for Victor, V for Victor, A for, uh, Alpha, L for Luma, again L for Luma, A for, uh, Alpha, D for Delta, A for Alpha, R for Romeo, E for Echo, Z for, uh, Zero. Are you got it? Hello, it's too-

Speaker speaker_0: V-A-L-L-A-D-A-R-E...

Speaker speaker_1: Z. Uh, uh, you, you, you can't able to patient in your system?

Speaker speaker_0: I'm not finding any patient with that, that information, no sir.

Speaker speaker_1: Mm-hmm. So now you provide the claim status.

Speaker speaker_0: Sir, there's no one pulling up in my system with that information.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: With the name and the social that you just provided me with, no one is pulling up in my system.

Speaker speaker_2: Mm-hmm. A provider ID.

Speaker speaker_0: A provider ID? What, I don't understand what you're asking for.

Speaker speaker_2: Insurance patient ID. Patient ID. No provider ID. That's a patient ID.

Speaker speaker_0: Okay. Again, sir, I do not have anyone in my system named Francisco and with the last name that you provided. No one is pulling up in my system with that information.

Speaker speaker_2: Mm-hmm. Mm-hmm. What next?

Speaker speaker_0: There is nothing next, sir. That is not a patient with us. That is not a member with us.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: Are you understanding what I'm saying? The information that you provided me, that is not-

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: ... a member that has our coverage.

Speaker speaker_2: Mm-hmm. You don't have any coverage, please.

Speaker speaker_0: There is not a member within our service-

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: ... by the name of Francisco.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: They do not have our coverage.

Speaker speaker_2: Mm-hmm. Just a moment. 7-29-2024. 7-29. Actually... Just a moment. Can I get your good name? Hello.

Speaker speaker_0: My name is Victoria.

Speaker speaker_2: Victoria. Yes. Victoria. Unable to find the patient, right?

Speaker speaker_0: Correct.

Speaker speaker_2: Mm-hmm. What's the reference number?

Speaker speaker_0: We don't have reference numbers.

Speaker speaker_2: Your reference number, call reference number.

Speaker speaker_0: Sir, we do not have a call reference number. You can use my name and today's date if you would like but we do not have call reference numbers.

Speaker speaker_2: Thank you very much. Thank you. Thank you. Thank you.

Speaker speaker_0: You're welcome. Have a good day.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: Do you need me to disconnect the call, sir?

Speaker speaker_2: Yes, you carry on.

Speaker speaker_0: I'm sorry?

Speaker speaker_2: Okay. Cut the call.

Speaker speaker_0: Okay. Have a good day.

Speaker speaker_2: Thank you.