

## **Transcript: Pamela**

**Blanc-4689758222598144-4950208797523968**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? This is who? Benefits in a Car. No, no, your name. Oh, Pamela. Pamela, hi. Bryan- Yes, hi. How you doing? ... McMillan. Good. I'm trying to, um, see what's going on with the payments for my labs on my annual wellness check. We want to know- Looks like nothing's been paid still. Okay. So we do not process the claim, but I could do, um, transfer you to the carrier, and they will be able to provide you with that information. What do you mean, the carrier? We are not the carrier. We are the administrator for the health insurance for the staffing agency. Okay. What... Okay. Would you like me to transfer you, sir? Um, um, that'd be great. Um, who are you transferring me to? In case something happens, I'd like to call them directly. Okay. So that would be... Oh, 800- Wait, wait, wait. I... You blanked out there for a- It's been a while. I thought I heard... I heard 800. Yes. 256... 8606. Yeah. And who is that? American Public Life. Okay. Okay. All right. Just bear with me. Thank you. Thank you. Sure.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you?

Speaker speaker\_2: This is who?

Speaker speaker\_1: Benefits in a Car.

Speaker speaker\_2: No, no, your name.

Speaker speaker\_1: Oh, Pamela.

Speaker speaker\_2: Pamela, hi. Bryan-

Speaker speaker\_1: Yes, hi. How you doing?

Speaker speaker\_2: ... McMillan. Good. I'm trying to, um, see what's going on with the payments for my labs on my annual wellness check.

Speaker speaker\_1: We want to know-

Speaker speaker\_2: Looks like nothing's been paid still.

Speaker speaker\_1: Okay. So we do not process the claim, but I could do, um, transfer you to the carrier, and they will be able to provide you with that information.

Speaker speaker\_2: What do you mean, the carrier?

Speaker speaker\_1: We are not the carrier. We are the administrator for the health insurance for the staffing agency.

Speaker speaker\_2: Okay. What... Okay.

Speaker speaker\_1: Would you like me to transfer you, sir?

Speaker speaker\_2: Um, um, that'd be great. Um, who are you transferring me to? In case something happens, I'd like to call them directly.

Speaker speaker\_1: Okay. So that would be... Oh, 800-

Speaker speaker\_2: Wait, wait, wait. I... You blanked out there for a-

Speaker speaker\_1: It's been a while.

Speaker speaker\_2: I thought I heard... I heard 800.

Speaker speaker\_1: Yes. 256... 8606.

Speaker speaker\_2: Yeah. And who is that?

Speaker speaker\_1: American Public Life.

Speaker speaker\_2: Okay. Okay.

Speaker speaker\_1: All right. Just bear with me.

Speaker speaker\_2: Thank you. Thank you.

Speaker speaker\_1: Sure.