

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits Helical. This is Pamela speaking. How may I help you? Yes, ma'am. Can I verify insurance with you? Yes. Okay. I can let you know if the member is active- Yes. ... but I would not be able to give you, like, a breakdown of the benefits, though. Okay. Okay? All right. Um, may I have the first and last name? Are you certain? Janice, Janice, J-A-N-I-C-E. Mm-hmm. Hernandez. H-E-R-N-A-N-D-E-Z. By any chance you have the last four digits of the Social? Uh, hold on for one minute. Oh. Bear with me. My computer went down, so I'm having to bring it back up. Yeah. Okay. Her Social is 237-77-2469. All right. Okay. And the date of birth, 8/21/1987? Hmm. Let me check. 8/21/1987. All right. Okay, let's see. The member do not have benefits, active benefits, at this time. I'm sorry, say that again. Um, she doesn't have any benefits at this time. Her last day of coverage was on January 5th. January the fifth? Yes, ma'am. Of this year? Yes, ma'am. Okay. All right, and your name again please? Pamela. All right. Thank you so much, Pamela. Thank you. Have a fabulous rest of the day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Helical. This is Pamela speaking. How may I help you?

Speaker speaker_1: Yes, ma'am. Can I verify insurance with you?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay.

Speaker speaker_0: I can let you know if the member is active-

Speaker speaker_1: Yes.

Speaker speaker_0: ... but I would not be able to give you, like, a breakdown of the benefits, though.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay?

Speaker speaker_1: All right. Um, may I have the first and last name?

Speaker speaker_0: Are you certain?

Speaker speaker_1: Janice, Janice, J-A-N-I-C-E.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Hernandez. H-E-R-N-A-N-D-E-Z.

Speaker speaker_0: By any chance you have the last four digits of the Social?

Speaker speaker_1: Uh, hold on for one minute.

Speaker speaker_0: Oh.

Speaker speaker_1: Bear with me. My computer went down, so I'm having to bring it back up. Yeah. Okay. Her Social is 237-77-2469.

Speaker speaker_0: All right. Okay. And the date of birth, 8/21/1987?

Speaker speaker_1: Hmm. Let me check. 8/21/1987.

Speaker speaker_0: All right. Okay, let's see. The member do not have benefits, active benefits, at this time.

Speaker speaker_1: I'm sorry, say that again.

Speaker speaker_0: Um, she doesn't have any benefits at this time. Her last day of coverage was on January 5th.

Speaker speaker_1: January the fifth?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Of this year?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. All right, and your name again please?

Speaker speaker_0: Pamela.

Speaker speaker_1: All right. Thank you so much, Pamela.

Speaker speaker_0: Thank you. Have a fabulous rest of the day.

Speaker speaker_1: You too.