

Transcript: Pamela

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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? Hey. I'm calling from a provider's office, and I'm just looking to see how we can file a claim with you guys. Okay. Um, what was the date of service? Is it dental, vision or medical? It's medical, and the date of service- No. We don't process the claim itself. I'm trying to figure out what type of claim you need to, uh, file so I could, um, transfer you to the correct department. Okay. Yeah. It's medical, primary care. Primary care? Okay, perfect. I'm gonna give you the number just in case you need to, um, call them again. Um, and let me know when you're ready. Okay. Go right ahead. Okay. So, it's 1-800- Mm-hmm. ... 833-4296. And your option- Oh, thank you. ... will be option one, okay? Okay. Thank you. Will you want me to transfer you? Yeah, please. Sure. Remember, your option's gonna be option one. Okay.

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: Hey. I'm calling from a provider's office, and I'm just looking to see how we can file a claim with you guys.

Speaker speaker_1: Okay. Um, what was the date of service? Is it dental, vision or medical?

Speaker speaker_2: It's medical, and the date of service-

Speaker speaker_1: No. We don't process the claim itself. I'm trying to figure out what type of claim you need to, uh, file so I could, um, transfer you to the correct department.

Speaker speaker_2: Okay. Yeah. It's medical, primary care.

Speaker speaker_1: Primary care? Okay, perfect. I'm gonna give you the number just in case you need to, um, call them again. Um, and let me know when you're ready.

Speaker speaker_2: Okay. Go right ahead.

Speaker speaker_1: Okay. So, it's 1-800-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 833-4296. And your option-

Speaker speaker_2: Oh, thank you.

Speaker speaker_1: ... will be option one, okay?

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: Will you want me to transfer you?

Speaker speaker_2: Yeah, please.

Speaker speaker_1: Sure. Remember, your option's gonna be option one.

Speaker speaker_2: Okay.