

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits 10 o'clock, this is Pamela speaking, how may I help you? Hello, good afternoon, Pamela. My name is Maria. I'm just contacting you regarding a mutual patient of ours, their benefits. Okay. You would like to know if they're active? Regarding the premium? I need a, no, I need a breakdown. Okay. In that case, I'm gonna look up for the information, but I will have to transfer you to the carrier- Mm-hmm. That's okay. ... because we only are manag- okay. Can you tell me the first and last name of the patient? Tracey Lane. Spell Lane just to make sure I have it correct. Mm-hmm. L-A-N-E. By any chance, you have the last four digits of your Social? I do. Hmm. It would be 2984. Thank you. Mm-hmm. Date of birth is 3-7-1984? Yes, ma'am. So she has two different medical plan. One is for preventive and the other one is, uh, they call it customer indemnity. Um- Mm-hmm. ... is this for preventive care or...? For her dental. Oh, okay. All right. So I'm gonna go ahead and transfer you to the c- uh, carrier, so they could give you a breakdown. Okay. Thank you. All right.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10 o'clock, this is Pamela speaking, how may I help you?

Speaker speaker_1: Hello, good afternoon, Pamela. My name is Maria. I'm just contacting you regarding a mutual patient of ours, their benefits.

Speaker speaker_0: Okay. You would like to know if they're active? Regarding the premium?

Speaker speaker_1: I need a, no, I need a breakdown.

Speaker speaker_0: Okay. In that case, I'm gonna look up for the information, but I will have to transfer you to the carrier-

Speaker speaker_1: Mm-hmm. That's okay.

Speaker speaker_0: ... because we only are manag- okay. Can you tell me the first and last name of the patient?

Speaker speaker_1: Tracey Lane.

Speaker speaker_0: Spell Lane just to make sure I have it correct.

Speaker speaker_1: Mm-hmm. L-A-N-E.

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

Speaker speaker_1: I do. Hmm. It would be 2984.

Speaker speaker_0: Thank you.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Date of birth is 3-7-1984?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: So she has two different medical plan. One is for preventive and the other one is, uh, they call it customer indemnity. Um-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... is this for preventive care or...?

Speaker speaker_1: For her dental.

Speaker speaker_0: Oh, okay. All right. So I'm gonna go ahead and transfer you to the c- uh, carrier, so they could give you a breakdown.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: All right.