

Transcript: Pamela

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Full Transcript

You called him- Yeah, I did. This is Pamela speaking. How may I help you? Hi. I had a couple questions about my, uh, my plan with you guys. Okay. And- Um, I w- ... who do you work for, sir? I work for, uh, Atlas Bolt & Screw, but I go through Surge. Okay. May I have the last four digits of your Social so I could pull up your file? I'm sorry? May I have the last four digits of your Social so I could pull up your file? 5021. Your first and last name, sir? I don't want lunch. Eh! Sir, your first and last name? Uh, Greg Matthews. Greg Matthew. Mr. Matthew, for security reasons- Yeah. ... in order to make sure we are in the correct file, can you please verify your complete address and date of birth? Hi. 10 4th Avenue, Apartment A, Butler, Ohio, and my date of birth is 9/10/02. Thank you for the information. We have telephone number on file, 567-303-4940. And your email is- Yes. ... firstnamelastname871@gmail.com. Yep. All right. And w- are you questioned, sir? Well, I actually just left the doctor's office, and they put in the information from the insurance card that you guys sent me. Um, but they said that you guys probably wouldn't have, wouldn't, wouldn't pay it 'cause it was a no contract. I was wondering if you guys, uh, I was wondering if you guys were paying it or if you weren't paying it or if I had to pay the bill. Okay. So the plan you have, you have to go through a participating provider in order for the, the bill to be paid. If it's, if it's not a, uh, in-network provider, it will not be covered. Okay. So what participating providers do you guys go through? Yeah, on the ID card, you have a website and a phone number there called Multiplan. Mama. Mama. That's where you find the providers in your area. All righty. Thank you. All right. Thank you for giving us a call, sir. Have a great rest of the day. You as well. Bye-bye.

Conversation Format

Speaker speaker_0: You called him-

Speaker speaker_1: Yeah, I did.

Speaker speaker_0: This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi. I had a couple questions about my, uh, my plan with you guys.

Speaker speaker_0: Okay. And-

Speaker speaker_1: Um, I w-

Speaker speaker_0: ... who do you work for, sir?

Speaker speaker_1: I work for, uh, Atlas Bolt & Screw, but I go through Surge.

Speaker speaker_0: Okay. May I have the last four digits of your Social so I could pull up your file?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: May I have the last four digits of your Social so I could pull up your file?

Speaker speaker_1: 5021.

Speaker speaker_0: Your first and last name, sir?

Speaker speaker_2: I don't want lunch. Eh!

Speaker speaker_0: Sir, your first and last name?

Speaker speaker_1: Uh, Greg Matthews.

Speaker speaker_0: Greg Matthew. Mr. Matthew, for security reasons-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... in order to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_2: Hi.

Speaker speaker_1: 10 4th Avenue, Apartment A, Butler, Ohio, and my date of birth is 9/10/02.

Speaker speaker_0: Thank you for the information. We have telephone number on file, 567-303-4940. And your email is-

Speaker speaker_1: Yes.

Speaker speaker_0: ... firstnamelastname871@gmail.com.

Speaker speaker_1: Yep.

Speaker speaker_0: All right. And w- are you questioned, sir?

Speaker speaker_1: Well, I actually just left the doctor's office, and they put in the information from the insurance card that you guys sent me. Um, but they said that you guys probably wouldn't have, wouldn't, wouldn't pay it 'cause it was a no contract. I was wondering if you guys, uh, I was wondering if you guys were paying it or if you weren't paying it or if I had to pay the bill.

Speaker speaker_0: Okay. So the plan you have, you have to go through a participating provider in order for the, the bill to be paid. If it's, if it's not a, uh, in-network provider, it will not be covered.

Speaker speaker_1: Okay. So what participating providers do you guys go through?

Speaker speaker_0: Yeah, on the ID card, you have a website and a phone number there called Multiplan.

Speaker speaker_2: Mama. Mama.

Speaker speaker_0: That's where you find the providers in your area.

Speaker speaker_1: All righty. Thank you.

Speaker speaker_0: All right. Thank you for giving us a call, sir. Have a great rest of the day.

Speaker speaker_1: You as well. Bye-bye.