

## **Transcript: Pamela**

**Blanc-4962525945446400-5615693291241472**

### **Full Transcript**

Thank you for choosing Benefits in a Party and fast, and the manager. Hi, my name's Bethany. I'm a case manager calling from Harrisburg Hospital. I was calling about a member to see if he had a certain benefit. Okay. And by any chance do you have their social? Sure. One second. Um, social is 200- I need- ... four digit. I'm sorry. What was that? I just need the last. The what? The last four digits. Okay, it is 8936. What's the last name? His name's Deanell Boswell. Danell? Yes. D-E-A-N-E-L-L. Then Boswell, B-O-S-W-E-L-L. Thank you. And the date of birth? Date of birth is 12/8/1984. Thank you for the information. Um, can you repeat your name for me for my notes? Bethany. Um, okay. And what is your question, Bethany? I just want to know if he has any inpatient behavior health benefits for this insurance. No, ma'am. Okay. And... Give me one second because sometimes they do have the bundle. Just bear with me. Okay, thank you. Let me go look. You have the VIP Classic. Insurance. No, it's not included on their, on his plan. Okay. Thank you, that's all I needed to know. Thank you for giving us a call. Have a great rest of the day. You too. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for choosing Benefits in a Party and fast, and the manager.

Speaker speaker\_1: Hi, my name's Bethany. I'm a case manager calling from Harrisburg Hospital. I was calling about a member to see if he had a certain benefit.

Speaker speaker\_0: Okay. And by any chance do you have their social?

Speaker speaker\_1: Sure. One second. Um, social is 200-

Speaker speaker\_0: I need-

Speaker speaker\_1: ... four digit.

Speaker speaker\_0: I'm sorry.

Speaker speaker\_1: What was that?

Speaker speaker\_0: I just need the last.

Speaker speaker\_1: The what?

Speaker speaker\_0: The last four digits.

Speaker speaker\_1: Okay, it is 8936.

Speaker speaker\_0: What's the last name?

Speaker speaker\_1: His name's Deanell Boswell.

Speaker speaker\_0: Danell?

Speaker speaker\_1: Yes. D-E-A-N-E-L-L. Then Boswell, B-O-S-W-E-L-L.

Speaker speaker\_0: Thank you. And the date of birth?

Speaker speaker\_1: Date of birth is 12/8/1984.

Speaker speaker\_0: Thank you for the information. Um, can you repeat your name for me for my notes?

Speaker speaker\_1: Bethany.

Speaker speaker\_0: Um, okay. And what is your question, Bethany?

Speaker speaker\_1: I just want to know if he has any inpatient behavior health benefits for this insurance.

Speaker speaker\_0: No, ma'am.

Speaker speaker\_1: Okay. And...

Speaker speaker\_0: Give me one second because sometimes they do have the bundle. Just bear with me.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: Let me go look. You have the VIP Classic. Insurance. No, it's not included on their, on his plan.

Speaker speaker\_1: Okay. Thank you, that's all I needed to know.

Speaker speaker\_0: Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_1: You too. Bye.