

## **Transcript: Pamela**

**Blanc-4999897664667648-5569935253651456**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. I'm on hold. Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Yes, Pamela, my name is Brie. I am actually trying to reach someone to find out if an authorization is needed, but I got stuck in automated you know what and I don't know how to get out of it. Okay. And is this for medical? Yes. Okay. Um... Give me one second. So they, they, they transfer you to, um... I'm trying to see where you were transferred to. It doesn't even... Even the system doesn't even give me an option to ask for prior authorization or anything. It just- No, no. Okay. Let me see. I'm trying to see, what, what was the, uh, carrier that you need to be transferred to? Um, what's on his card is it says, "Benefits in a Card," 90 Degree Benefits. All right. Okay. That's, that's IMA. Let me give you the phone number just in case it doesn't go through directly with me- Okay. ... um, for the actual carrier, 'cause we d-... We are the administrator though. Okay. Okay. So IMA, um, 90 Degrees is 800- Uh-huh. ... 833-4296. Mm-hmm. Okay. And, um- And then it's- ... your option will be option one. Okay. Okay? So bear with me. Okay. Okay. Okay. I didn't know to put the er- or since they just sent me a message asking for the report, I'm like, "Uh, he didn't want that."

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: I'm on hold.

Speaker speaker\_2: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Yes, Pamela, my name is Brie. I am actually trying to reach someone to find out if an authorization is needed, but I got stuck in automated you know what and I don't know how to get out of it.

Speaker speaker\_2: Okay. And is this for medical?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay. Um... Give me one second. So they, they, they transfer you to, um... I'm trying to see where you were transferred to.

Speaker speaker\_1: It doesn't even... Even the system doesn't even give me an option to ask for prior authorization or anything. It just-

Speaker speaker\_2: No, no. Okay. Let me see. I'm trying to see, what, what was the, uh, carrier that you need to be transferred to?

Speaker speaker\_1: Um, what's on his card is it says, "Benefits in a Card," 90 Degree Benefits.

Speaker speaker\_2: All right. Okay. That's, that's IMA. Let me give you the phone number just in case it doesn't go through directly with me-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... um, for the actual carrier, 'cause we d-... We are the administrator though.

Speaker speaker\_1: Okay. Okay.

Speaker speaker\_2: So IMA, um, 90 Degrees is 800-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_2: ... 833-4296.

Speaker speaker\_1: Mm-hmm. Okay.

Speaker speaker\_2: And, um-

Speaker speaker\_1: And then it's-

Speaker speaker\_2: ... your option will be option one.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Okay? So bear with me.

Speaker speaker\_1: Okay. Okay. Okay. I didn't know to put the er- or since they just sent me a message asking for the report, I'm like, "Uh, he didn't want that."