

## **Transcript: Pamela**

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### **Full Transcript**

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Yes. This is Brenda Barnett, um, and I was calling to ask a question on my insurance. Well, what's the name of the staffing agency you work for, ma'am? Oxford Healthcare. All right. May I have the last four digits of your Social so I can pull up your file? Yes. It's 9892. Your first and last name? Brenda Barnett. Ms. Barnett, for security reasons, and just to make sure we are in the correct file, can you please verify your complete address and date of birth? Yes. 5111 East 30th Place, Tulsa, Oklahoma 74114. Date of birth's 5/23/64. Thank you for the information. We have a telephone number on file, 918-361-8459. Correct. Thank you. Me- Uh, and- I'm so sorry, ma'am. Mm, bless you. Thank you. And your email is your first and lastname005@email.com. Correct. And what is your question, ma'am? Um, yes. My- I had a dental appointment on April the 10th, and they were trying to file a claim, and, um, the office told me that- it said something about waiting on eligibility? Hm, okay. So there's a letter and information that the providers get, and remember, just to let you know that actually the claim is being processed. They usually take 30 to 45 days. Um, I'm not able to tell you if the information they requested, it was mailed out or not, because we don't have access to that. But the explanation of benefits you get is just pretty much to let you know that they are in the process of the claim. Okay, and it usually takes 30 to 45 days? Yes, ma'am. Oh, okay, so they are in the process. Okay. Mm-hmm. 'Cause, um, I thought they would know that, but... All right. No problem. Anything else I can do for you? I think that'll be all. All right, thank you. You're calling Benefits in a Card. Have a great rest of the day. You too. Thank you. Bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Yes. This is Brenda Barnett, um, and I was calling to ask a question on my insurance.

Speaker speaker\_0: Well, what's the name of the staffing agency you work for, ma'am?

Speaker speaker\_1: Oxford Healthcare.

Speaker speaker\_0: All right. May I have the last four digits of your Social so I can pull up your file?

Speaker speaker\_1: Yes. It's 9892.

Speaker speaker\_0: Your first and last name?

Speaker speaker\_1: Brenda Barnett.

Speaker speaker\_0: Ms. Barnett, for security reasons, and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_1: Yes. 5111 East 30th Place, Tulsa, Oklahoma 74114. Date of birth's 5/23/64.

Speaker speaker\_0: Thank you for the information. We have a telephone number on file, 918-361-8459.

Speaker speaker\_1: Correct.

Speaker speaker\_0: Thank you. Me- Uh, and- I'm so sorry, ma'am.

Speaker speaker\_1: Mm, bless you.

Speaker speaker\_0: Thank you. And your email is your firstand lastname005@email.com.

Speaker speaker\_1: Correct.

Speaker speaker\_0: And what is your question, ma'am?

Speaker speaker\_1: Um, yes. My- I had a dental appointment on April the 10th, and they were trying to file a claim, and, um, the office told me that- it said something about waiting on eligibility?

Speaker speaker\_0: Hm, okay. So there's a letter and information that the providers get, and remember, just to let you know that actually the claim is being processed. They usually take 30 to 45 days. Um, I'm not able to tell you if the information they requested, it was mailed out or not, because we don't have ac- ac- access to that. But the explanation of benefits you get is just pretty much to let you know that they are in the process of the claim.

Speaker speaker\_1: Okay, and it usually takes 30 to 45 days?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Oh, okay, so they are in the process. Okay.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: 'Cause, um, I thought they would know that, but...

Speaker speaker\_0: All right. No problem. Anything else I can do for you?

Speaker speaker\_1: I think that'll be all.

Speaker speaker\_0: All right, thank you. You're calling Benefits in a Card. Have a great rest of the day.

Speaker speaker\_1: You too. Thank you. Bye.

Speaker speaker\_0: Bye-bye.