# Transcript: Pamela Blanc-5172762424852480-4520409036177408

## Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. This is Pamela speaking. How may I help you? Yes, my name is Keisha. I'm calling with North Mississippi Medical Center. I'm trying to check the eligibility of a patient. And, um, do you have the last four digits of your Social? Of the patient's or member's Social? Yes, Social Security number. I'm calling from the provider's office. I'm trying to check eligibility for a patient. But in order for me to find their information, we need to find their file. We are the administrator of their insurance for the staffing agency that they work for. So we need- Okay, so what do you need? I will need the last four digits of their Social, first and last name. Okay, last four Social, 0082. First name, Jason. Last name, Craft, C-R-A-F-T. And... Do you know the la-- the date of birth? January 24th, 1976. I don't have anyone with the la-- those last four or that date of birth. All right, what was your name? Pamela. Pamela? Nothing coming up with that. You say your name was Pamela? Yes, ma'am. All right, that's all I needed today. Thank you. Thank you for giving us a call. Have a great rest of the day.

## Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefit Center Card. This is Pamela speaking. How may I help you?

Speaker speaker_2: Yes, my name is Keisha. I'm calling with North Mississippi Medical Center. I'm trying to check the eligibility of a patient.

Speaker speaker_1: And, um, do you have the last four digits of your Social?

Speaker speaker_2: Of the patient's or member's Social?

Speaker speaker_1: Yes, Social Security number.

Speaker speaker_2: I'm calling from the provider's office. I'm trying to check eligibility for a patient.

Speaker speaker_1: But in order for me to find their information, we need to find their file. We are the administrator of their insurance for the staffing agency that they work for. So we need-

Speaker speaker_2: Okay, so what do you need?

Speaker speaker_1: I will need the last four digits of their Social, first and last name.

Speaker speaker_2: Okay, last four Social, 0082. First name, Jason. Last name, Craft, C-R-A-F-T.

Speaker speaker_1: And... Do you know the la-- the date of birth?

Speaker speaker_2: January 24th, 1976.

Speaker speaker_1: I don't have anyone with the la-- those last four or that date of birth.

Speaker speaker_2: All right, what was your name?

Speaker speaker_1: Pamela.

Speaker speaker_2: Pamela?

Speaker speaker_1: Nothing coming up with that.

Speaker speaker_2: You say your name was Pamela?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: All right, that's all I needed today. Thank you.

Speaker speaker_1: Thank you for giving us a call. Have a great rest of the day.