

## **Transcript: Pamela**

**Blanc-5178361078530048-6655310808399872**

### **Full Transcript**

Thank you for calling Benefits 10-1-1. I'm calling 911. Hello? Thank you for calling Benefits 10-1-1. This is Pamela speaking. How may I help you? Hi. I'm in a really, really tight position. I need to know if I have insurance. Who do you work for, sir? Yes, ma'am. I work for Verstella Staffing Group. May I have the last four digits of your social? Yes, ma'am. It's 1770. And your first and last name, sir? Julio Garcia. All right. Mr. Garcia, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth. All right. My date of birth is 08-26-2006. And ah, and the mailing address? My address right now is 25013 Southeast 18th Street, 98075 Sammamish, Washington. All right. Thank you for the information. We have a phone number on file, 425-524-9519 and your email is juliod.garcia15@gmail.com. Yes, ma'am. So essentially, I'm in the hospital awaiting a surgery- 2-4- ... and I need to get some kind of portal, medical card, some kind of information to give the staff so that I can let my insurance know that they can expect a bill. I have never gotten a- Julio, 10-1-1. ... medical card shipped- Do you have insurance? ... but I need to know if I have insurance. No, sir. You're not enrolled. There you go. Okay. We don't have no enrollment here for you. My job also has Blue Cross Blue Shield that has said I was insured. Would you know any other kind of information? No, sir. All right. Thank you. Bye. All right.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits 10-1-1. I'm calling 911.

Speaker speaker\_1: Hello?

Speaker speaker\_0: Thank you for calling Benefits 10-1-1. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Hi. I'm in a really, really tight position. I need to know if I have insurance.

Speaker speaker\_0: Who do you work for, sir?

Speaker speaker\_1: Yes, ma'am. I work for Verstella Staffing Group.

Speaker speaker\_0: May I have the last four digits of your social?

Speaker speaker\_1: Yes, ma'am. It's 1770.

Speaker speaker\_0: And your first and last name, sir?

Speaker speaker\_1: Julio Garcia.

Speaker speaker\_0: All right. Mr. Garcia, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker\_1: All right. My date of birth is 08-26-2006.

Speaker speaker\_0: And ah, and the mailing address?

Speaker speaker\_1: My address right now is 25013 Southeast 18th Street, 98075 Sammamish, Washington.

Speaker speaker\_0: All right. Thank you for the information. We have a phone number on file, 425-524-9519 and your email is juliod.garcia15@gmail.com.

Speaker speaker\_1: Yes, ma'am. So essentially, I'm in the hospital awaiting a surgery-

Speaker speaker\_0: 2-4-

Speaker speaker\_1: ... and I need to get some kind of portal, medical card, some kind of information to give the staff so that I can let my insurance know that they can expect a bill. I have never gotten a-

Speaker speaker\_0: Julio, 10-1-1.

Speaker speaker\_1: ... medical card shipped-

Speaker speaker\_0: Do you have insurance?

Speaker speaker\_1: ... but I need to know if I have insurance.

Speaker speaker\_0: No, sir. You're not enrolled. There you go.

Speaker speaker\_1: Okay.

Speaker speaker\_0: We don't have no enrollment here for you.

Speaker speaker\_1: My job also has Blue Cross Blue Shield that has said I was insured. Would you know any other kind of information?

Speaker speaker\_0: No, sir.

Speaker speaker\_1: All right. Thank you. Bye.

Speaker speaker\_0: All right.