

Transcript: Pamela

Blanc-5190107386003456-5729519173812224

Full Transcript

Thank you for calling the This is Pamela speaking. How may I help you? Hey, good afternoon. Good afternoon there. How you doing? Good, and you? Good. I just called you because I received an paper about, uh, consolidate the family explanation of benefit. But, uh, I see it is not indeed, but I see, uh, on there it's like a patient responsibility \$1,263.88. And so, I want to give me more detail about the, about the paper, the bill- Okay. Can- I'm so sorry, I could barely hear you. Can you repeat that for me? I'm so sorry. Yes. I received, uh, a mail about, uh, 90 days with but, uh, on, on, on the top it says like, uh, about because I'm working now from 80 cents. But, uh, they say, "Consolidate the family explanation of benefit." But you see this is not ended but, um, after that I see on the ... it say like, "Patient responsibility \$1,262.88." So I want to, to give me more detail about, more information about the, about that. Okay. So... Okay. So, when you call for that specific reason, you have to dial number one, um, because that's the, the correct department. Just bear with me. Give me one second, okay? Oh, okay. Okay.

Conversation Format

Speaker speaker_0: Thank you for calling the This is Pamela speaking. How may I help you?

Speaker speaker_1: Hey, good afternoon. Good afternoon there. How you doing?

Speaker speaker_0: Good, and you?

Speaker speaker_1: Good. I just called you because I received an paper about, uh, consolidate the family explanation of benefit. But, uh, I see it is not indeed, but I see, uh, on there it's like a patient responsibility \$1,263.88. And so, I want to give me more detail about the, about the paper, the bill-

Speaker speaker_0: Okay. Can- I'm so sorry, I could barely hear you. Can you repeat that for me? I'm so sorry.

Speaker speaker_1: Yes. I received, uh, a mail about, uh, 90 days with but, uh, on, on, on the top it says like, uh, about because I'm working now from 80 cents. But, uh, they say, "Consolidate the family explanation of benefit." But you see this is not ended but, um, after that I see on the ... it say like, "Patient responsibility \$1,262.88." So I want to, to give me more detail about, more information about the, about that.

Speaker speaker_0: Okay. So... Okay. So, when you call for that specific reason, you have to dial number one, um, because that's the, the correct department. Just bear with me. Give me one second, okay?

Speaker speaker_1: Oh, okay. Okay.