

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits CenterPart. This is Pamela speaking. How may I help you? Hi. Um, I'm trying to figure out whether this new insurance of mine covers the blood work that was done during my annual. Um, who do you work for? Uh, Clinical Staffing Resources. May I have the last four digits of your Social? Yes, ma'am. 4193. Your first and last name? Laura Alves. Alvarez? A-L-V-E-S. Okay. Thank you. One second. Okay. Miss Alves, for security reasons, just to make sure we are in the correct file, we need to verify your complete address and date of birth. Okay. Uh, 273 Earl Avenue, Lynbrook, New York 11563. And you said date of birth, right? June 30th, 1978. Yes. We have a telephone number on file, 917-776-7145, and your email is la... lauralie@gmail.com? CLauralie, yeah, @gmail.com. Okay. So you have, yes, the, it's the Stay Healthy enhanced. Um, I could transfer you and give you our, give you the phone number for the actual carrier, and they will be able, able to tell you exactly if those blood work were covered or not. They are... You are enrolled in preventive care, but we do not have like a breakdown of each, um, blood work that it will be cover-, um, so this- Wait, can you say that last part again? You're not sure if the blood work would be covered? Uh, we don't have a breakdown of each, uh, blood work because we, we are not the actual carrier. We just know that preventive care- Okay. The preventive care, it is covered, but since we don't know exactly which blood work you did, um, I'm not able to provide you with that information. The actual carrier will be able to do so. If, um- Okay. ... I will transfer you there, or if you would like the phone number as well, um- Can you transfer me? 'Cause I, I called the phone number and I ended up back to you somehow. Oh, okay. 'Cause just, um, you have to dial option one because, um, that will be it, the correct. Okay. Can you, can you transfer me then? Sure. Just bear with me.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits CenterPart. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi. Um, I'm trying to figure out whether this new insurance of mine covers the blood work that was done during my annual.

Speaker speaker_1: Um, who do you work for?

Speaker speaker_2: Uh, Clinical Staffing Resources.

Speaker speaker_1: May I have the last four digits of your Social?

Speaker speaker_2: Yes, ma'am. 4193.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Laura Alves.

Speaker speaker_1: Alvarez?

Speaker speaker_2: A-L-V-E-S.

Speaker speaker_1: Okay. Thank you. One second. Okay. Miss Alves, for security reasons, just to make sure we are in the correct file, we need to verify your complete address and date of birth.

Speaker speaker_2: Okay. Uh, 273 Earl Avenue, Lynbrook, New York 11563. And you said date of birth, right? June 30th, 1978.

Speaker speaker_1: Yes. We have a telephone number on file, 917-776-7145, and your email is la... lauralie@gmail.com?

Speaker speaker_2: CLauralie, yeah, @gmail.com.

Speaker speaker_1: Okay . So you have, yes, the, it's the Stay Healthy enhanced. Um, I could transfer you and give you our, give you the phone number for the actual carrier, and they will be able, able to tell you exactly if those blood work were covered or not. They are... You are enrolled in preventive care, but we do not have like a breakdown of each, um, blood work that it will be cover-, um, so this-

Speaker speaker_2: Wait, can you say that last part again? You're not sure if the blood work would be covered?

Speaker speaker_1: Uh, we don't have a breakdown of each, uh, blood work because we, we are not the actual carrier. We just know that preventive care-

Speaker speaker_2: Okay.

Speaker speaker_1: The preventive care, it is covered, but since we don't know exactly which blood work you did, um, I'm not able to provide you with that information. The actual carrier will be able to do so. If, um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... I will transfer you there, or if you would like the phone number as well, um-

Speaker speaker_2: Can you transfer me? 'Cause I, I called the phone number and I ended up back to you somehow.

Speaker speaker_1: Oh, okay. 'Cause just, um, you have to dial option one because, um, that will be it, the correct.

Speaker speaker_2: Okay. Can you, can you transfer me then?

Speaker speaker_1: Sure. Just bear with me.