

Transcript: Pamela

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Full Transcript

Your call may be monitored for quality assurance. If you know your party's extension, you may dial it now. If you are a medical or dental provider, press one. For verification of benefits, questions about your claim or medical bill, or if you need assistance filing a claim, press two. For questions... The information provided during this call is only a description of benefits and not a guarantee of payment or eligibility. Benefits are based on eligibility, the date services are rendered, and all plan provisions. Please hold for the next available representative. All of our representatives are currently assisting other customers. Please hold for the next available representative. Hi, thanks for calling ATL. This is Allie. How can I help you today? Hi, Allie. My name is Pamela and I'm calling from Benefits Center Card. I have a mutual member online, um, Mary Miller. She has some questions that I do not have the answer regarding her benefits. Are you be able to assist her? Yeah, I can absolutely do my best to help her out today. Uh, I do not have a policy number, but I do have her Social. Okay, perfect. Let me get that search screen up and we'll try to find her. Um, what is that Social Security number? Um, okay. It's 403-11-8477. All right. And... Perfect. And just her date of birth? Uh, 7/21/66. Perfect. Um, and yeah, I, looks like she has a couple different policies with us, and I can help her with whichever one she wants to look at. Can you tell me your name one more time? I'm sorry. Oh, yes, it's Allie, A-L-L-I-E. All right. Bear with me. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored for quality assurance. If you know your party's extension, you may dial it now. If you are a medical or dental provider, press one. For verification of benefits, questions about your claim or medical bill, or if you need assistance filing a claim, press two. For questions... The information provided during this call is only a description of benefits and not a guarantee of payment or eligibility. Benefits are based on eligibility, the date services are rendered, and all plan provisions. Please hold for the next available representative. All of our representatives are currently assisting other customers. Please hold for the next available representative.

Speaker speaker_1: Hi, thanks for calling ATL. This is Allie. How can I help you today?

Speaker speaker_2: Hi, Allie. My name is Pamela and I'm calling from Benefits Center Card. I have a mutual member online, um, Mary Miller. She has some questions that I do not have the answer regarding her benefits. Are you be able to assist her?

Speaker speaker_1: Yeah, I can absolutely do my best to help her out today.

Speaker speaker_2: Uh, I do not have a policy number, but I do have her Social.

Speaker speaker_1: Okay, perfect. Let me get that search screen up and we'll try to find her. Um, what is that Social Security number?

Speaker speaker_2: Um, okay. It's 403-11-8477.

Speaker speaker_1: All right. And... Perfect. And just her date of birth?

Speaker speaker_2: Uh, 7/21/66.

Speaker speaker_1: Perfect. Um, and yeah, I, looks like she has a couple different policies with us, and I can help her with whichever one she wants to look at.

Speaker speaker_2: Can you tell me your name one more time? I'm sorry.

Speaker speaker_1: Oh, yes, it's Allie, A-L-L-I-E.

Speaker speaker_2: All right. Bear with me. Thank you.