

Transcript: Pamela

Blanc-5582344353398784-5402343951745024

Full Transcript

Yeah, I have problems. Calling Benefits and ... I'm not hearing... ... Family speaking. How may I help you? My mom's calling to check on something. Um, uh, to see do I have coverage for a colonoscopy? Okay, um, I'm gonna need to pull up your file and see what plan you have and then transfer you to the actual carrier, which is we, do not have that information yet. Who do you work for? Uh, Serge. May I have the last four digits of your Social? 4772. Your first and last name? Say that again. Your first and last name. Rochelle Harden. Ms. Harden, for security reasons just to make sure we are in the correct file- Yes. ... I need to verify your complete address and date of birth. 453 Ceylon Avenue, Mansfield, Ohio 44903. Okay. And what was the date of birth? I'm sorry, I didn't hear you. June 15, 1972. Okay. Thank you. We have a telephone number of 541-9908-0782. That's it. Okay, 941-990-8782. That's it. Okay. So you do have the State Healthy Plan. That one might be the one that, um, will help you with the preventive care. I will go ahead and transfer you to the actual carrier and they will be able to tell you if they cover it and if they do, how much they will pay or all the information. Yeah, when my card coming? Let's see. Will they be able to tell me that too? Well, your benefits just became effective today. Usually takes seven to 10 days for, um, for the ID card- Okay. ... to get here. Yeah, that's what I wanted to know when. Okay, so if you give us a call back I will say, um, Thursday or Friday it, they should be available in our system and we'll go send a copy to your email while you wait for the physical. Okay. All right? Mm-hmm. Okay. So what should I do? Oh, you going to put me over to the other people's thing? Well, you could find out through them regarding, uh, the procedures. Yeah, I want to see if I, uh, have that. I think I do, but I'm not for sure do it. Okay. Have to come this way. No problem. Okay. Just bear with me. Okay. Thank you. Mm-hmm. All right. Yep. Hey, Mother f00. Right. Oh, oh. Whoa, what time you want to meet at, in a minute? You want to meet in a minute? Your ass should have went last night. Right here. I said, "Mother f00."

Conversation Format

Speaker speaker_0: Yeah, I have problems.

Speaker speaker_1: Calling Benefits and ...

Speaker speaker_2: I'm not hearing...

Speaker speaker_1: ... Family speaking. How may I help you?

Speaker speaker_2: My mom's calling to check on something. Um, uh, to see do I have coverage for a colonoscopy?

Speaker speaker_1: Okay, um, I'm gonna need to pull up your file and see what plan you have and then transfer you to the actual carrier, which is we, do not have that information yet. Who do you work for?

Speaker speaker_2: Uh, Serge.

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

Speaker speaker_2: 4772.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Say that again.

Speaker speaker_1: Your first and last name.

Speaker speaker_2: Rochelle Harden.

Speaker speaker_1: Ms. Harden, for security reasons just to make sure we are in the correct file-

Speaker speaker_2: Yes.

Speaker speaker_1: ... I need to verify your complete address and date of birth.

Speaker speaker_2: 453 Ceylon Avenue, Mansfield, Ohio 44903.

Speaker speaker_1: Okay. And what was the date of birth? I'm sorry, I didn't hear you.

Speaker speaker_2: June 15, 1972.

Speaker speaker_1: Okay. Thank you. We have a telephone number of 541-9908-0782.

Speaker speaker_2: That's it.

Speaker speaker_1: Okay, 941-990-8782.

Speaker speaker_2: That's it.

Speaker speaker_1: Okay. So you do have the State Healthy Plan. That one might be the one that, um, will help you with the preventive care. I will go ahead and transfer you to the actual carrier and they will be able to tell you if they cover it and if they do, how much they will pay or all the information.

Speaker speaker_2: Yeah, when my card coming?

Speaker speaker_1: Let's see.

Speaker speaker_2: Will they be able to tell me that too?

Speaker speaker_1: Well, your benefits just became effective today. Usually takes seven to 10 days for, um, for the ID card-

Speaker speaker_2: Okay.

Speaker speaker_1: ... to get here.

Speaker speaker_2: Yeah, that's what I wanted to know when.

Speaker speaker_1: Okay, so if you give us a call back I will say, um, Thursday or Friday it, they should be available in our system and we'll go send a copy to your email while you wait for the physical.

Speaker speaker_2: Okay.

Speaker speaker_1: All right?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay.

Speaker speaker_2: So what should I do? Oh, you going to put me over to the other people's thing?

Speaker speaker_1: Well, you could find out through them regarding, uh, the procedures.

Speaker speaker_2: Yeah, I want to see if I, uh, have that. I think I do, but I'm not for sure do it.

Speaker speaker_1: Okay.

Speaker speaker_2: Have to come this way.

Speaker speaker_1: No problem.

Speaker speaker_2: Okay.

Speaker speaker_1: Just bear with me.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: Mm-hmm. All right.

Speaker speaker_0: Yep. Hey, Mother f00. Right. Oh, oh. Whoa, what time you want to meet at, in a minute? You want to meet in a minute? Your ass should have went last night. Right here. I said, "Mother f00."