

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits and a Call, this is speaking. How may I help you? Yes, my name's Natasha. I'm calling from a provider's office. How may I help you? Uh, I'm just trying to check active coverage for a patient, see if they're active. Sure. What is, um, the first and last name? Uh, it's Cynthia, or Cin- Cindy, sorry. Cindy. Uh, I'm gonna spell the last name. It's C-E-R-V-A-N-T-E-S. And then her date of birth is April 6th, 1978. Is it B as in boy, or V as in Victor? V as in Victor. Can you repeat that la- uh, the date of birth? April 6th, 1978. She's the depend- uh, she's not a subscriber, though. She's not the subscriber, she's a... Dependent, or spouse. She did tell me that, I guess, um, they had some issues and that they told them, she called the insurance and they told them for me to call to see if it was active, but I'm not sure if it's gonna show up. Oh. Well, I have a Cindy Cervantes. Um. Yes, that's correct. Her benefits are not active yet. Okay, and do you know when they'll be active? And the primary... No, no. Okay. We have to wait and see. And she's a primary card holder? What was that, sorry? Hello? Oh, sorry, I didn't mean, my phone was breaking up. Um, you said what? Sorry. Okay, so the benefits are not active. We're waiting on her, um, primary, no, I'm sorry. It's still pending. I'm sorry. Okay. Do you need- All right, well, that's a... So it's still pending so we need to wait. Mm-hmm, yeah. Okay. Can I have your name, please, for my notes? Natasha. Natasha. Yeah. And what's the name of the company you're calling from? Um, Ideal Dental. All right. Thank you. And your name was? Pamela. Pamela? Okay, thank you, Pamela. All right. Thank you. Bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Call, this is speaking. How may I help you?

Speaker speaker_1: Yes, my name's Natasha. I'm calling from a provider's office.

Speaker speaker_0: How may I help you?

Speaker speaker_1: Uh, I'm just trying to check active coverage for a patient, see if they're active.

Speaker speaker_0: Sure. What is, um, the first and last name?

Speaker speaker_1: Uh, it's Cynthia, or Cin- Cindy, sorry. Cindy. Uh, I'm gonna spell the last name. It's C-E-R-V-A-N-T-E-S. And then her date of birth is April 6th, 1978.

Speaker speaker_0: Is it B as in boy, or V as in Victor?

Speaker speaker_1: V as in Victor.

Speaker speaker_0: Can you repeat that la- uh, the date of birth?

Speaker speaker_1: April 6th, 1978. She's the depend- uh, she's not a subscriber, though.

Speaker speaker_0: She's not the subscriber, she's a...

Speaker speaker_1: Dependent, or spouse. She did tell me that, I guess, um, they had some issues and that they told them, she called the insurance and they told them for me to call to see if it was active, but I'm not sure if it's gonna show up.

Speaker speaker_0: Oh. Well, I have a Cindy Cervantes. Um.

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: Her benefits are not active yet.

Speaker speaker_1: Okay, and do you know when they'll be active?

Speaker speaker_0: And the primary... No, no.

Speaker speaker_1: Okay.

Speaker speaker_0: We have to wait and see.

Speaker speaker_1: And she's a primary card holder?

Speaker speaker_0: What was that, sorry?

Speaker speaker_1: Hello? Oh, sorry, I didn't mean, my phone was breaking up. Um, you said what? Sorry.

Speaker speaker_0: Okay, so the benefits are not active. We're waiting on her, um, primary, no, I'm sorry. It's still pending. I'm sorry.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you need-

Speaker speaker_1: All right, well, that's a... So it's still pending so we need to wait.

Speaker speaker_0: Mm-hmm, yeah.

Speaker speaker_1: Okay.

Speaker speaker_0: Can I have your name, please, for my notes?

Speaker speaker_1: Natasha.

Speaker speaker_0: Natasha.

Speaker speaker_1: Yeah.

Speaker speaker_0: And what's the name of the company you're calling from?

Speaker speaker_1: Um, Ideal Dental.

Speaker speaker_0: All right. Thank you.

Speaker speaker_1: And your name was?

Speaker speaker_0: Pamela.

Speaker speaker_1: Pamela? Okay, thank you, Pamela.

Speaker speaker_0: All right. Thank you. Bye.

Speaker speaker_1: Bye.