

## Transcript: Pamela

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### Full Transcript

Thank you for calling Benefits in a Card, this is Pamela speaking. How may I help? Hello. I'm calling from Health and Healing Pediatrics and I just wanna verify some, um, benefits and eligibility for a patient. And, um, do you have the last four digits of the patient's phone, uh, social? Social? No, I don't. I only have, like, the card, and it says, like, employee ID and the name and the group number. What's the name? Can you tell me the name on the card that said, uh, it will be the staffing company that the member works for? Okay. So, that would be- It should be, like, on the right or left-hand side of it. Staffing? Uh, say, where, where does it say Staffing? Staffing? Uh-huh. Where it has that, it has... Okay, so employee ID? I have DS- No, I need the name of the staffing. The name of the staffing? Yes. It should be on the ID card. It's just the... In order for, for us to find them is through their first, last name and the staffing agency they work for, 'cause we administrate the health insurance. We are not the carrier. Oh, okay. So, that way I'm able to tell you who the carrier is. Okay. Oh. If the member's active or not. Mm-hmm. Yeah, and that's what I need to see, whether the member is active and children as active on the plan. Okay. But I don't see anything. Like, I see the, um, Staffing. I just see the employee's ID, employee's name. That's all I see. Well- I don't see the employer's information. On the top of the card, like, it might be on the left-hand side on the top or the right-hand side. It should be a, a name there. There's a BG Staffing Inc.? Yes. Yes. Now, what's the last name of the... Okay. That would be Brown. And the first name? Ashley. All right. Let's see. Ashley. And Ashley is the member's- Subscriber. The subscriber, okay. Huh. I don't have... Let's see. Ash... One second. I don't have anyone pulling up with that name and the BG. Okay. Um, I don't know if you need anything else other than, like, uh, employee ID or any group number or anything- Uh-huh. ... that could probably help you? Mm-mm. Give me one second. Let me try again. All right. Ashley. And it's BG Ashley. I have two Ashleys here, but these are... They do not have anything recently. Okay, because you just said that she, you did mention that she just got the, this insurance in the card. So, and I was trying to look at the portal, but I also didn't see anything. I can help you. I don't have anything. Employee ID? Well, will you... Can you tell her to give us a call? 'Cause we got... And to better get her information we're gonna need the social, 'cause the, the ones that I'm getting- Oh, okay. Yeah. Uh-huh. Unfortunately, the Ashleys that I'm getting, um, it's not coming up with, coming up with the file. Like, like a complete file. Mm-hmm. Okay, so- Will you be able to get her, um- Well, she's coming in- ... that? ... at 11:00, and it's almost 11:00, three minutes to 11:00, so, um, we can... When she gets here I can let her know. Okay, no problem. Let's go. And... Yeah, I can let her know. So, well- Okay, so it's this number, correct? It's this number? It's the 800- I know it's- It's 883- ... the- 833- ... you just dial this port- 423- 4296. ... from CMHP to 285- Just, just call that number and we'll be able to assist her. Okay. Okay. Okay, and then just to verify whether the child is added to the insurance and if the bene- benefits are active, correct? Yes. She'll be

able to verify that? Okay, perfect. Yes. Thank you so much. I'll let her know when she comes in. Mm, no problem. Bye. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card, this is Pamela speaking. How may I help?

Speaker speaker\_1: Hello. I'm calling from Health and Healing Pediatrics and I just wanna verify some, um, benefits and eligibility for a patient.

Speaker speaker\_0: And, um, do you have the last four digits of the patient's phone, uh, social?

Speaker speaker\_1: Social? No, I don't. I only have, like, the card, and it says, like, employee ID and the name and the group number.

Speaker speaker\_0: What's the name? Can you tell me the name on the card that said, uh, it will be the staffing company that the member works for?

Speaker speaker\_1: Okay. So, that would be-

Speaker speaker\_0: It should be, like, on the right or left-hand side of it.

Speaker speaker\_1: Staffing? Uh, say, where, where does it say Staffing? Staffing?

Speaker speaker\_0: Uh-huh.

Speaker speaker\_1: Where it has that, it has... Okay, so employee ID? I have DS-

Speaker speaker\_0: No, I need the name of the staffing.

Speaker speaker\_1: The name of the staffing?

Speaker speaker\_0: Yes. It should be on the ID card. It's just the... In order for, for us to find them is through their first, last name and the staffing agency they work for, 'cause we administrate the health insurance. We are not the carrier.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: So, that way I'm able to tell you who the carrier is.

Speaker speaker\_1: Okay. Oh.

Speaker speaker\_0: If the member's active or not.

Speaker speaker\_1: Mm-hmm. Yeah, and that's what I need to see, whether the member is active and children as active on the plan.

Speaker speaker\_0: Okay.

Speaker speaker\_1: But I don't see anything. Like, I see the, um, Staffing. I just see the employee's ID, employee's name. That's all I see.

Speaker speaker\_0: Well-

Speaker speaker\_1: I don't see the employer's information.

Speaker speaker\_0: On the top of the card, like, it might be on the left-hand side on the top or the right-hand side. It should be a, a name there.

Speaker speaker\_1: There's a BG Staffing Inc.?

Speaker speaker\_0: Yes. Yes. Now, what's the last name of the...

Speaker speaker\_1: Okay. That would be Brown.

Speaker speaker\_0: And the first name?

Speaker speaker\_1: Ashley.

Speaker speaker\_0: All right. Let's see. Ashley. And Ashley is the member's-

Speaker speaker\_1: Subscriber.

Speaker speaker\_0: The subscriber, okay. Huh. I don't have... Let's see. Ash... One second. I don't have anyone pulling up with that name and the BG.

Speaker speaker\_1: Okay. Um, I don't know if you need anything else other than, like, uh, employee ID or any group number or anything-

Speaker speaker\_0: Uh-huh.

Speaker speaker\_1: ... that could probably help you?

Speaker speaker\_0: Mm-mm. Give me one second. Let me try again. All right. Ashley. And it's BG Ashley. I have two Ashleys here, but these are... They do not have anything recently.

Speaker speaker\_1: Okay, because you just said that she, you did mention that she just got the, this insurance in the card. So, and I was trying to look at the portal, but I also didn't see anything.

Speaker speaker\_2: I can help you.

Speaker speaker\_0: I don't have anything.

Speaker speaker\_3: Employee ID?

Speaker speaker\_0: Well, will you... Can you tell her to give us a call? 'Cause we got... And to better get her information we're gonna need the social, 'cause the, the ones that I'm getting-

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: Yeah.

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: Unfortunately, the Ashleys that I'm getting, um, it's not coming up with, coming up with the file. Like, like a complete file.

Speaker speaker\_1: Mm-hmm. Okay, so-

Speaker speaker\_0: Will you be able to get her, um-

Speaker speaker\_1: Well, she's coming in-

Speaker speaker\_0: ... that?

Speaker speaker\_1: ... at 11:00, and it's almost 11:00, three minutes to 11:00, so, um, we can... When she gets here I can let her know.

Speaker speaker\_0: Okay, no problem. Let's go.

Speaker speaker\_1: And... Yeah, I can let her know.

Speaker speaker\_0: So, well-

Speaker speaker\_1: Okay, so it's this number, correct? It's this number? It's the 800-

Speaker speaker\_2: I know it's-

Speaker speaker\_1: It's 883-

Speaker speaker\_2: ... the-

Speaker speaker\_1: 833-

Speaker speaker\_2: ... you just dial this port-

Speaker speaker\_0: 423-

Speaker speaker\_4: 4296.

Speaker speaker\_1: ... from CMHP to 285-

Speaker speaker\_0: Just, just call that number and we'll be able to assist her.

Speaker speaker\_1: Okay. Okay. Okay, and then just to verify whether the child is added to the insurance and if the bene- benefits are active, correct?

Speaker speaker\_0: Yes.

Speaker speaker\_1: She'll be able to verify that? Okay, perfect.

Speaker speaker\_0: Yes.

Speaker speaker\_1: Thank you so much. I'll let her know when she comes in.

Speaker speaker\_0: Mm, no problem.

Speaker speaker\_1: Bye.

Speaker speaker\_0: Bye-bye.