Transcript: Pamela Blanc-5686759125729280-511209057214640

Full Transcript

Thank you for calling Benefits and Affairs. This is Pamela speaking. How may I help you? Good afternoon, ma'am. This is Montay Gaur. I call for my dad's bill. Uh, he is working your company. Um, he gets, uh, con... Your insurance through the company. So, he gets some lab test and have a bill. Can you talk to the, uh, to that lab person, please? He's in the call with us. No. Hello, sir? You have to contact the... No, because we are not a carrier. You need to, um, check on your dad's information, uh, ID card, and the carrier's information, it should be there on the ID card. Um, hello? Yes, sir. Um... So... Hello, ma'am? Yeah, go ahead. My name's, my name is Geoffrey. My name is Geoffrey and I'm from Quest Diagnostics. So the patient called and tried to get us to verif- or update her insurance on the, um, active coverage, but I was unable to locate her insurance, so I told her she needed to have your insurance company verify that she had active coverage. Okay, but she's calling on behalf of her dad. Yes. Right. Is your dad available? Yes. He is available. Yes. All right. So, um, I will need to go over your dad's information, and... Okay. Okay. I put my phone on speaker. He not speak, uh, English that much, but he gave the permission to talk with me. Uh, my phone is now on speaker. You can talk with him. So, my name is Balwinder Singh. Sorry. Uh, okay. You getting what I mean? So, first, I need to know who you... First, I need to know who you work for, sir. We are not the carrier. We are the administrator for health insurance, so for the staffing agency you work for. Uh, yes. Uh, Personal, uh... Oh, Personal. Personal Partner of... Give me a second, ma'am. I tell you the company name. Oh, actually my dad telling you the company name. I'm sorry. Yeah, it's...

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Affairs. This is Pamela speaking. How may I help you?

Speaker speaker_1: Good afternoon, ma'am. This is Montay Gaur. I call for my dad's bill. Uh, he is working your company. Um, he gets, uh, con... Your insurance through the company. So, he gets some lab test and have a bill. Can you talk to the, uh, to that lab person, please? He's in the call with us.

Speaker speaker_0: No.

Speaker speaker_1: Hello, sir?

Speaker speaker_0: You have to contact the... No, because we are not a carrier. You need to, um, check on your dad's information, uh, ID card, and the carrier's information, it should be

there on the ID card.

Speaker speaker_2: Um, hello?

Speaker speaker_1: Yes, sir. Um...

Speaker speaker_2: So... Hello, ma'am?

Speaker speaker_1: Yeah, go ahead.

Speaker speaker_2: My name's, my name is Geoffrey. My name is Geoffrey and I'm from Quest Diagnostics. So the patient called and tried to get us to verif- or update her insurance on the, um, active coverage, but I was unable to locate her insurance, so I told her she needed to have your insurance company verify that she had active coverage.

Speaker speaker_0: Okay, but she's calling on behalf of her dad.

Speaker speaker_1: Yes.

Speaker speaker_0: Right. Is your dad available?

Speaker speaker_1: Yes. He is available. Yes.

Speaker speaker_0: All right. So, um, I will need to go over your dad's information, and...

Speaker speaker_1: Okay. Okay. I put my phone on speaker. He not speak, uh, English that much, but he gave the permission to talk with me. Uh, my phone is now on speaker. You can talk with him.

Speaker speaker_3: So, my name is Balwinder Singh.

Speaker speaker_0: Sorry. Uh, okay.

Speaker speaker_3: You getting what I mean?

Speaker speaker_0: So, first, I need to know who you... First, I need to know who you work for, sir. We are not the carrier. We are the administrator for health insurance, so for the staffing agency you work for.

Speaker speaker_1: Uh, yes. Uh, Personal, uh...

Speaker speaker_0: Oh, Personal.

Speaker speaker_1: Personal Partner of... Give me a second, ma'am. I tell you the company name. Oh, actually my dad telling you the company name. I'm sorry. Yeah, it's...