

Transcript: Pamela

Blanc-5747126896738304-6101156051337216

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Pamela speaking, how may I help you? Hello? Thank you for calling Benefits in a Card this is Pamela speaking, how may I help you? Uh, yes, I'm calling, um, in reference to, um, my brother's benefits. He's right here, um, and today he had an appointment, and, uh, he had trouble with, uh, using his card. Um, what do you... he had trouble with his card? To use it? Uh, he tried, yes. He, he tried to use it at his appointment and what did they say, Mike? Say it wasn't in the system. It wasn't in the system. Okay. And may I have, um, the last four digits of his social and the staffing agency he works for? What's the last four of your social, Mike? 9549. 9549. His first and last name? And he works for... I apologize? Who he works for and the last four D... I mean, I'm sorry. Who he works for and first and last name. Human Resource and- No, The Resource. The, The Resource, and his first name is Michael. Got you. And his last name is Harris. Thank you. Mm-hmm, no problem. Michael Harris. Yes. All right. I'm going to need Mr. Harris to, um, verify his mailing address and date of birth for security reasons and to make sure we are in the correct file. Okay. He's parking right now so he can just do it in just a second. I got, I have it on speaker. Mm-hmm. Okay, Mike. She says you need your mailing address or is she up there? I can't... Yes, ma'am. Yes, sir. Can you please verify your complete address and date of birth? 1429 East 24th Street. My birthday is November 10th, 1963. Thank you for the information. We have a phone number on file 336-986-5180, and your email is your last name.mike047@gmail.com. Yes, ma'am. All right. And so you went to your medical appointment, and they said that your benefits are not active? Yes, ma'am. Okay. Because I see here that your benefits are active. Um, can you... will you be able to tell your provider to give us a call and we will verify for them that your benefits are active? Because I don't see the reason why they said it's not active. You went to a, uh, medical- No, no, nobody helped. They want you to call nobody and tell nobody to call them, so they can tell them that your stuff is active. Yes, and then we could provide them with any other information that they need because here in my system it shows that your benefits are active. Okay, I will, uh, give them the number. All right, the same number that you called, you go have them give us a call. Yes, ma'am, I really appreciate you. All right, thank you for giving us a call have a wonderful rest of the day. You too, ma'am. Thank you. All right, bye. Bye-bye. Well, let me see, did you save the document and send them or something? If you called in? Where your doctor at? Is it in the... or it's on Northpointe? Yeah. You go back out there and tell him. Yeah, exactly what I'm going to do. Mm-hmm. Let me see if they got a billing department or something.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card, this is Pamela speaking, how may I help you?

Speaker speaker_2: Hello?

Speaker speaker_1: Thank you for calling Benefits in a Card this is Pamela speaking, how may I help you?

Speaker speaker_2: Uh, yes, I'm calling, um, in reference to, um, my brother's benefits. He's right here, um, and today he had an appointment, and, uh, he had trouble with, uh, using his card.

Speaker speaker_1: Um, what do you... he had trouble with his card? To use it?

Speaker speaker_2: Uh, he tried, yes. He, he tried to use it at his appointment and what did they say, Mike?

Speaker speaker_3: Say it wasn't in the system.

Speaker speaker_2: It wasn't in the system.

Speaker speaker_1: Okay. And may I have, um, the last four digits of his social and the staffing agency he works for?

Speaker speaker_2: What's the last four of your social, Mike?

Speaker speaker_3: 9549.

Speaker speaker_2: 9549.

Speaker speaker_1: His first and last name?

Speaker speaker_2: And he works for... I apologize?

Speaker speaker_1: Who he works for and the last four D... I mean, I'm sorry. Who he works for and first and last name.

Speaker speaker_2: Human Resource and-

Speaker speaker_3: No, The Resource.

Speaker speaker_2: The, The Resource, and his first name is Michael.

Speaker speaker_1: Got you.

Speaker speaker_2: And his last name is Harris.

Speaker speaker_1: Thank you.

Speaker speaker_2: Mm-hmm, no problem.

Speaker speaker_1: Michael Harris.

Speaker speaker_2: Yes.

Speaker speaker_1: All right. I'm going to need Mr. Harris to, um, verify his mailing address and date of birth for security reasons and to make sure we are in the correct file.

Speaker speaker_2: Okay. He's parking right now so he can just do it in just a second. I got, I have it on speaker.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Okay, Mike. She says you need your mailing address or is she up there? I can't...

Speaker speaker_4: Yes, ma'am.

Speaker speaker_1: Yes, sir. Can you please verify your complete address and date of birth?

Speaker speaker_4: 1429 East 24th Street. My birthday is November 10th, 1963.

Speaker speaker_1: Thank you for the information. We have a phone number on file 336-986-5180, and your email is your last name.mike047@gmail.com.

Speaker speaker_4: Yes, ma'am.

Speaker speaker_1: All right. And so you went to your medical appointment, and they said that your benefits are not active?

Speaker speaker_4: Yes, ma'am.

Speaker speaker_1: Okay. Because I see here that your benefits are active. Um, can you... will you be able to tell your provider to give us a call and we will verify for them that your benefits are active? Because I don't see the reason why they said it's not active. You went to a, uh, medical-

Speaker speaker_4: No, no, nobody helped.

Speaker speaker_2: They want you to call nobody and tell nobody to call them, so they can tell them that your stuff is active.

Speaker speaker_1: Yes, and then we could provide them with any other information that they need because here in my system it shows that your benefits are active.

Speaker speaker_4: Okay, I will, uh, give them the number.

Speaker speaker_1: All right, the same number that you called, you go have them give us a call.

Speaker speaker_4: Yes, ma'am, I really appreciate you.

Speaker speaker_1: All right, thank you for giving us a call have a wonderful rest of the day.

Speaker speaker_4: You too, ma'am. Thank you.

Speaker speaker_1: All right, bye.

Speaker speaker_4: Bye-bye.

Speaker speaker_2: Well, let me see, did you save the document and send them or something? If you called in? Where your doctor at? Is it in the... or it's on Northpointe?

Speaker speaker_4: Yeah.

Speaker speaker_2: You go back out there and tell him.

Speaker speaker_4: Yeah, exactly what I'm going to do.

Speaker speaker_2: Mm-hmm. Let me see if they got a billing department or something.