

Transcript: Pamela

Blanc-5750531717644288-5219719729430528

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefiting Care. This is Priscilla. And who am I speaking with? Hi. My name is Pamela and I'm also calling from Benefiting Care. I have a mutual member. Um. Mm-hmm. He needs help with. <> Go ahead. Did you say the member needed consultation? Hello? Can you hear me? Yes, ma'am. Okay. Now I can hear you. Uh, y- okay. So what is the member's name and date of birth? Uh, Eric Nester. Date of birth 08-03-1987. Can you spell the last name for me? N-E-S-T-E-R. Okay, one moment while I check on... check that for you. Let me see, 08-03-87. All right. And do you want to... Do you have the member on the call that you want to connect or...? Yes, I will go ahead and transfer it to you. Okay. Thank you. Mm-hmm.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefiting Care. This is Priscilla. And who am I speaking with?

Speaker speaker_2: Hi. My name is Pamela and I'm also calling from Benefiting Care. I have a mutual member. Um.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: He needs help with. <>

Speaker speaker_1: Go ahead. Did you say the member needed consultation? Hello? Can you hear me?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Now I can hear you. Uh, y- okay. So what is the member's name and date of birth?

Speaker speaker_2: Uh, Eric Nester. Date of birth 08-03-1987.

Speaker speaker_1: Can you spell the last name for me?

Speaker speaker_2: N-E-S-T-E-R.

Speaker speaker_1: Okay, one moment while I check on... check that for you. Let me see, 08-03-87. All right. And do you want to... Do you have the member on the call that you want to

connect or...?

Speaker speaker_2: Yes, I will go ahead and transfer it to you.

Speaker speaker_1: Okay.

Speaker speaker_2: Thank you.

Speaker speaker_1: Mm-hmm.