Transcript: Pamela Blanc-5776396633817088-5365302966665216

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits en Carré. This is Pamela speaking. How may I help you? Hey. Um, are you there... Is this number to verify the algeblig- eligibility for this insurance? Uh, the patient- We can tell you if the member is active at this time. Yes. Um, but if you need a breakdown of the benefits, uh, we'll provide you with the carrier's phone number. I am so sorry, could you repeat that? I'm not hearing you. If you need to know if the member is active, I could provide you- Mm-hmm. ... with that information. But if you need a breakdown- Oh, yeah. ... of the benefits, then you'll, I will contact, connect you to the carrier. Okay. All right? Okay. Um, by any chance, do you have the last four digits of her Social? I don't have her Social, no. I have date of birth- Let me get the last name. Yes. The last name is Chapman, C-H-A-T-M-A-N. And the first name? Um, U-N-E-E-K. You say U-N-E-E-K, right? Yes. And the date of birth? It's September 25th, 1987. Hmm. Right. And this is medical or dental? Medical. Um, yes. We don't have, uh, medical- She is active. ... and it is active. It is active. May I have your name? Yes. My name's Lolia. I'm calling in from MasonCare. What was the name of the facility? MasonCare. All right. Is there anything else that I can help you with? Um, who did you say I'd have to speak with to see how much the urgent care copay would be? Okay. So, this insurance, they do not have a copay. The insurance already have a set amount that they're gonna pay. Um, let me see if, on my benefit guide, it's sub- available, if that, that information. Just bear with me. Okay, perfect. That's all I needed to know. Thank you. All right, bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits en Carré. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hey. Um, are you there... Is this number to verify the algeblig- eligibility for this insurance? Uh, the patient-

Speaker speaker_1: We can tell you if the member is active at this time.

Speaker speaker_2: Yes.

Speaker speaker_1: Um, but if you need a breakdown of the benefits, uh, we'll provide you with the carrier's phone number.

Speaker speaker_2: I am so sorry, could you repeat that? I'm not hearing you.

Speaker speaker_1: If you need to know if the member is active, I could provide you-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... with that information. But if you need a breakdown-

Speaker speaker_2: Oh, yeah.

Speaker speaker_1: ... of the benefits, then you'll, I will contact, connect you to the carrier.

Speaker speaker_2: Okay.

Speaker speaker_1: All right?

Speaker speaker_2: Okay.

Speaker speaker_1: Um, by any chance, do you have the last four digits of her Social?

Speaker speaker_2: I don't have her Social, no. I have date of birth-

Speaker speaker_1: Let me get the last name.

Speaker speaker_2: Yes. The last name is Chapman, C-H-A-T-M-A-N.

Speaker speaker_1: And the first name?

Speaker speaker_2: Um, U-N-E-E-K.

Speaker speaker_1: You say U-N-E-E-K, right?

Speaker speaker_2: Yes.

Speaker speaker_1: And the date of birth?

Speaker speaker_2: It's September 25th, 1987.

Speaker speaker_1: Hmm. Right. And this is medical or dental?

Speaker speaker_2: Medical. Um, yes.

Speaker speaker_1: We don't have, uh, medical-

Speaker speaker_2: She is active.

Speaker speaker_1: ... and it is active. It is active. May I have your name?

Speaker speaker_2: Yes. My name's Lolia. I'm calling in from MasonCare.

Speaker speaker_1: What was the name of the facility?

Speaker speaker_2: MasonCare.

Speaker speaker_1: All right. Is there anything else that I can help you with?

Speaker speaker_2: Um, who did you say I'd have to speak with to see how much the urgent care copay would be?

Speaker speaker_1: Okay. So, this insurance, they do not have a copay. The insurance already have a set amount that they're gonna pay. Um, let me see if, on my benefit guide, it's sub- available, if that, that information. Just bear with me.

Speaker speaker_2: Okay, perfect. That's all I needed to know. Thank you.

Speaker speaker_1: All right, bye-bye.