

## Transcript: Pamela

**Blanc-5808066783395840-5123513655803904**

### Full Transcript

Hello, Mrs. DeCord. This is Pamela speaking. How may I help you? I'm sorry, uh, what was your name? Pamela. Pamela? Yes, ma'am. I'm calling to verify eligibility. Um, may I have the patient's name? Patient, uh, is Guadalupe Hernandez-Gonzalez. By any chance, you have the last four digits? Uh, of her ID number, or- Um- ... four digits of what? Yeah. Well, I wo- I won't be able to find out what ID number, so I need, like, the four digit- No. I have the ID number. ... four digit pin. But that's why I'm asking you what the last four of her ID number, Social Security, I don't know what you want the last- Social? ... four of what? Social. Social? Social. 3115. And what is her date of birth? Uh, date of birth, October 2nd, 1996. Okay. Give me one second. Mm-hmm. It just take a little longer to find them that way 'cause we go by their- Okay. ... um, there's the staffing agency they work for. Oh, okay, 'cause she gave me a ID number. 'Cause we are not the actual carrier. We're the administrator- Oh. ... but I wasn't able to tell you if she's active, but if, but if you need a breakdown, like the benefits I could go ahead and transfer you to the, um, carrier. But whatever information I'm able to provide it to you, I will do so. Yeah. To see the effective date and, uh, where to mail the claim to. Okay. To be able to provide that as well. Can you repeat the last four for me just to make sure I have it correct? 3115. Guadalupe Hernandez-Gonzalez. Yes. Yes. I found her. Thank you. All right. Mm-hmm. So she is active, and this is for medical? Yes. Okay. Yeah. She's active, and... Do you have an effective date? Her effective date was October 28th, 2024. Okay. And it's called American Public Life? Yes, ma'am. Okay. And then, uh, the claims address. Uh, it will be PO Box- Mm-hmm. ... uh, 248950, and it's Oklahoma City, 73124. 71324, Oklahoma City. Mm-hmm. And this would be a, uh, okay number to put on the, um, if it gets to the claims department to call back, or is there a 800 number for them? Um, it will be through APL. Let me give you that number. Okay. It's 800- Mm-hmm. ... 256- 256. ... 8606. 86- What? Did you say eight- 800. Mm-mm. 800- 800. ... 256? Mm-hmm. Yes, ma'am. 8606. So 1-800-256-8606? Yes. Is there a reference number for the call? Um, let me make my notes, and I'll provide it to you. Okay. What is your name? Della. It's D-E-L-L-A. All right. Uh, and what's the f- the name of the facility you're calling from? Kaiser Permanente Hospital. All right. So I will be giving you, uh, letters and numbers. Mm-hmm. A lot of them. Okay. That's just what to prepare. Mm-hmm. All right. So, it's PRP... Mm-hmm. Go ahead. Okay. Okay. Eh, dash, um, F as in... I mean W-dash. Again, I'm sorry. Mm-hmm. Okay. F as in Frank, W, number three, X, O, L as in Larry, number seven, M as in Mary, T as in Tom, and G as in goal. Okay. That's it? Yes, ma'am. All right, Pamela. Thank you. All right. Thank you for giving us a call. Mm. Have a blessed day. Mm. Bye-bye. Uh-huh. Bye.

### Conversation Format

Speaker speaker\_0: Hello, Mrs. DeCord. This is Pamela speaking. How may I help you?

Speaker speaker\_1: I'm sorry, uh, what was your name?

Speaker speaker\_0: Pamela.

Speaker speaker\_1: Pamela?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: I'm calling to verify eligibility.

Speaker speaker\_0: Um, may I have the patient's name?

Speaker speaker\_1: Patient, uh, is Guadalupe Hernandez-Gonzalez.

Speaker speaker\_0: By any chance, you have the last four digits?

Speaker speaker\_1: Uh, of her ID number, or-

Speaker speaker\_0: Um-

Speaker speaker\_1: ... four digits of what?

Speaker speaker\_0: Yeah. Well, I wo- I won't be able to find out what ID number, so I need, like, the four digit-

Speaker speaker\_1: No. I have the ID number.

Speaker speaker\_0: ... four digit pin.

Speaker speaker\_1: But that's why I'm asking you what the last four of her ID number, Social Security, I don't know what you want the last-

Speaker speaker\_0: Social?

Speaker speaker\_1: ... four of what?

Speaker speaker\_0: Social.

Speaker speaker\_1: Social?

Speaker speaker\_0: Social.

Speaker speaker\_1: 3115.

Speaker speaker\_0: And what is her date of birth?

Speaker speaker\_1: Uh, date of birth, October 2nd, 1996.

Speaker speaker\_0: Okay. Give me one second.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: It just take a little longer to find them that way 'cause we go by their-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... um, there's the staffing agency they work for.

Speaker speaker\_1: Oh, okay, 'cause she gave me a ID number.

Speaker speaker\_0: 'Cause we are not the actual carrier. We're the administrator-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... but I wasn't able to tell you if she's active, but if, but if you need a breakdown, like the benefits I could go ahead and transfer you to the, um, carrier. But whatever information I'm able to provide it to you, I will do so.

Speaker speaker\_1: Yeah. To see the effective date and, uh, where to mail the claim to.

Speaker speaker\_0: Okay.

Speaker speaker\_1: To be able to provide that as well.

Speaker speaker\_0: Can you repeat the last four for me just to make sure I have it correct?

Speaker speaker\_1: 3115. Guadalupe Hernandez-Gonzalez.

Speaker speaker\_0: Yes. Yes. I found her. Thank you. All right.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: So she is active, and this is for medical?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Yeah. She's active, and...

Speaker speaker\_1: Do you have an effective date?

Speaker speaker\_0: Her effective date was October 28th, 2024.

Speaker speaker\_1: Okay. And it's called American Public Life?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Okay. And then, uh, the claims address.

Speaker speaker\_0: Uh, it will be PO Box-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... uh, 248950, and it's Oklahoma City, 73124.

Speaker speaker\_1: 71324, Oklahoma City.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: And this would be a, uh, okay number to put on the, um, if it gets to the claims department to call back, or is there a 800 number for them?

Speaker speaker\_0: Um, it will be through APL. Let me give you that number.

Speaker speaker\_1: Okay.

Speaker speaker\_0: It's 800-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... 256-

Speaker speaker\_1: 256.

Speaker speaker\_0: ... 8606. 86-

Speaker speaker\_1: What? Did you say eight-

Speaker speaker\_0: 800.

Speaker speaker\_1: Mm-mm. 800-

Speaker speaker\_0: 800.

Speaker speaker\_1: ... 256? Mm-hmm.

Speaker speaker\_0: Yes, ma'am. 8606.

Speaker speaker\_1: So 1-800-256-8606?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Is there a reference number for the call?

Speaker speaker\_0: Um, let me make my notes, and I'll provide it to you.

Speaker speaker\_1: Okay.

Speaker speaker\_0: What is your name?

Speaker speaker\_1: Della. It's D-E-L-L-A.

Speaker speaker\_0: All right. Uh, and what's the f- the name of the facility you're calling from?

Speaker speaker\_1: Kaiser Permanente Hospital.

Speaker speaker\_0: All right. So I will be giving you, uh, letters and numbers.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: A lot of them.

Speaker speaker\_1: Okay.

Speaker speaker\_0: That's just what to prepare.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: All right. So, it's PRP...

Speaker speaker\_1: Mm-hmm. Go ahead.

Speaker speaker\_0: Okay. Okay. Eh, dash, um, F as in... I mean W-dash. Again, I'm sorry.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Okay. F as in Frank, W, number three, X, O, L as in Larry, number seven, M as in Mary, T as in Tom, and G as in goal.

Speaker speaker\_1: Okay. That's it?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: All right, Pamela. Thank you.

Speaker speaker\_0: All right. Thank you for giving us a call.

Speaker speaker\_1: Mm.

Speaker speaker\_0: Have a blessed day.

Speaker speaker\_1: Mm. Bye-bye. Uh-huh. Bye.