

Transcript: Pamela

Blanc-5817854881611776-5841363049562112

Full Transcript

Thank you for calling Benefits in a Bottle. This is Pamela speaking. How may I help you? Um, I was calling to ask a couple questions. Um, I just signed up for my, um, card, my, um, what is it called? Insurance card and the... Well, I just signed up for insurance, okay? And, um, I was calling to see that I have, uh, coverage for, uh, a coloscopy. Okay, so I will need to pull up your file in order to see what plan you have, and let's see. One second. And what's the name of the stopping agency you work for, ma'am? Uh, Sage. May I have the last four digits of your social? 4772. Your first and last name, ma'am? Rochelle Harden. Ms. Harden, for security reasons, just to make sure we are in the correct file- Mm-hmm. ... I need to verify your complete address and date of birth. Uh, 453 Solon Avenue, Mansfield, Ohio 44903. What else you need? Uh, your date of birth. 10/15/1972. Thank you for the information. We have just confirmed file. Yes, I'm in the, I'm in the forest so I don't wanna be so loud. Okay, go ahead. No problem. I could hear you very well. Okay. 914-908-0782. That's me. 10, all right, in the black... 908 at yahoo.com with you now. Yeah. So, uh, you do have the preventive care plan. Now, I do not have the information about the colonoscopy, but I could have, um, you speak with one of the rep with the carrier. So you said you are in a place that you can talk right now? Yes, I can. You can read out? Yeah, I can. Mm-hmm. Okay. So I could transfer you with them. Okay. Which is the actual carrier. They will be able, uh, to tell you exactly what is covered and what is not. Okay. All right? Okay. Yeah, thank you. Uh, all right. Just bear with me. Okay.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Bottle. This is Pamela speaking. How may I help you?

Speaker speaker_1: Um, I was calling to ask a couple questions. Um, I just signed up for my, um, card, my, um, what is it called? Insurance card and the... Well, I just signed up for insurance, okay? And, um, I was calling to see that I have, uh, coverage for, uh, a coloscopy.

Speaker speaker_0: Okay, so I will need to pull up your file in order to see what plan you have, and let's see. One second. And what's the name of the stopping agency you work for, ma'am?

Speaker speaker_1: Uh, Sage.

Speaker speaker_0: May I have the last four digits of your social?

Speaker speaker_1: 4772.

Speaker speaker_0: Your first and last name, ma'am?

Speaker speaker_1: Rochelle Harden.

Speaker speaker_0: Ms. Harden, for security reasons, just to make sure we are in the correct file-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... I need to verify your complete address and date of birth.

Speaker speaker_1: Uh, 453 Solon Avenue, Mansfield, Ohio 44903. What else you need?

Speaker speaker_0: Uh, your date of birth.

Speaker speaker_1: 10/15/1972.

Speaker speaker_0: Thank you for the information. We have just confirmed file.

Speaker speaker_1: Yes, I'm in the, I'm in the forest so I don't wanna be so loud. Okay, go ahead.

Speaker speaker_0: No problem. I could hear you very well.

Speaker speaker_1: Okay.

Speaker speaker_0: 914-908-0782.

Speaker speaker_1: That's me.

Speaker speaker_0: 10, all right, in the black... 908 at yahoo.com with you now.

Speaker speaker_1: Yeah.

Speaker speaker_0: So, uh, you do have the preventive care plan. Now, I do not have the information about the colonoscopy, but I could have, um, you speak with one of the rep with the carrier. So you said you are in a place that you can talk right now?

Speaker speaker_1: Yes, I can.

Speaker speaker_0: You can read out?

Speaker speaker_1: Yeah, I can. Mm-hmm.

Speaker speaker_0: Okay. So I could transfer you with them.

Speaker speaker_1: Okay.

Speaker speaker_0: Which is the actual carrier. They will be able, uh, to tell you exactly what is covered and what is not.

Speaker speaker_1: Okay.

Speaker speaker_0: All right?

Speaker speaker_1: Okay. Yeah, thank you.

Speaker speaker_0: Uh, all right. Just bear with me.

Speaker speaker_1: Okay.