

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Car. This is Pamela speaking, how may I help you? Um, hi. I'm sorry, it's hard to hear you. My name is Pamela. Thank you for calling Benefits in a Car. Um, I'm calling from Aetna Medicaid. I'm calling to verify member's eligibility. Are you calling from, um, uh, a private provider software? Um, it's another insurance, it's Medicaid. Okay. So you wanna know, are you calling on the, um... Sorry, what's the name of the person? Um, the number, you want the name or the ID number? Well, I need the first and last name. We look them up by the staffing agency they work for and the last four digits of their social. Okay. Their first name is Darren, D as in dog, A-R-R-E-N as in Nancy. Um, Potter is the last name. P as in Paul, O-T as in Tom, T as in Tom, E-R. One second. Give me one more second, something's just coming up. Do, by any chance, do you have the date of birth? Yeah. Um, 10/21/1991. Can you please tell me your name, your mouse- My name is Caitlyn. Yes. Ah, ah, ah, ah. I think it's getting a little bit, let's see. So the member does not have any coverage, active coverage. Okay. Can you tell me when their coverage was active? It doesn't show. I don't have any- anything. They're not in, they're not in your system? In fact, that was back in '23. Okay. Yeah, that's what I'm calling about to see when it terminated. Uh, April 30th. Of '23? Yes, ma'am. Okay. All right. All right. And what is your first name? Pamela. Okay. Thank you so much for your help. Thank you for giving us a call, have a great rest of your day. Same to you, ciao. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. This is Pamela speaking, how may I help you?

Speaker speaker_1: Um, hi. I'm sorry, it's hard to hear you.

Speaker speaker_0: My name is Pamela. Thank you for calling Benefits in a Car.

Speaker speaker_1: Um, I'm calling from Aetna Medicaid. I'm calling to verify member's eligibility.

Speaker speaker_0: Are you calling from, um, uh, a private provider software?

Speaker speaker_1: Um, it's another insurance, it's Medicaid.

Speaker speaker_0: Okay. So you wanna know, are you calling on the, um... Sorry, what's the name of the person?

Speaker speaker_1: Um, the number, you want the name or the ID number?

Speaker speaker_0: Well, I need the first and last name. We look them up by the staffing agency they work for and the last four digits of their social.

Speaker speaker_1: Okay. Their first name is Darren, D as in dog, A-R-R-E-N as in Nancy. Um, Potter is the last name. P as in Paul, O-T as in Tom, T as in Tom, E-R.

Speaker speaker_0: One second. Give me one more second, something's just coming up. Do, by any chance, do you have the date of birth?

Speaker speaker_1: Yeah. Um, 10/21/1991.

Speaker speaker_0: Can you please tell me your name, your mouse-

Speaker speaker_1: My name is Caitlyn.

Speaker speaker_0: Yes. Ah, ah, ah, ah. I think it's getting a little bit, let's see. So the member does not have any coverage, active coverage.

Speaker speaker_1: Okay. Can you tell me when their coverage was active?

Speaker speaker_0: It doesn't show. I don't have any- anything.

Speaker speaker_1: They're not in, they're not in your system?

Speaker speaker_0: In fact, that was back in '23.

Speaker speaker_1: Okay. Yeah, that's what I'm calling about to see when it terminated.

Speaker speaker_0: Uh, April 30th.

Speaker speaker_1: Of '23?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. All right.

Speaker speaker_0: All right.

Speaker speaker_1: And what is your first name?

Speaker speaker_0: Pamela.

Speaker speaker_1: Okay. Thank you so much for your help.

Speaker speaker_0: Thank you for giving us a call, have a great rest of your day.

Speaker speaker_1: Same to you, ciao. Bye.