

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, my name is Pamela. Thank you for calling Benefits in a Car. How may I help you? Hi, my name is Anita and I'm calling for Medi-Cell Dental. I was trying to, um, find out if a patient is covered, covered for dental services? Do you have the last four digits of their social? Um, 6687. 6687. And the first and last name? It is Dasean Haggwood, H-A-G-G-W-O-O-D. Can you spell the last name one more time, please? H-A-G-G-W-O-O-D. One second. And what was the first name? D-A-S-E-A-N. Okay. Call for me just one moment. Okay, I'm back. Okay, 'cause there's nothing coming up. Okay. I haven't, he gave me a ID number, but I'm not sure if that'll help you or not. Do you, do you have the actual ID in front of you? No, I don't. He over, this happened over the phone. Hmm. Because we, um, the way we look them up, it's through the name of the agency that they work for- Mm-hmm. ... and the last four digits of their social, and I don't have anything coming up like that. We not, we are not a carrier with the admin, administrator for the health insurance for who they work for. Okay. So- But I don't see... I, I do not, there's nothing coming up under his name and the last four you gave me. Okay. All right. So I will- If- ... reach back out to the patient- Yes. ... to see what I can find out. Tell them, ask him what is the name of the staffing agency that they work for, and I will be- I think it's TRC Staffing. TRC? Let's see. Mm-mm. There's nothing coming out under TRC. Oh, okay. So then- Then I'll reach back out to the patient. I have no idea. No problem. Sure. All right, thank you so much. Bye-bye. All right, bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, my name is Pamela. Thank you for calling Benefits in a Car. How may I help you?

Speaker speaker_2: Hi, my name is Anita and I'm calling for Medi-Cell Dental. I was trying to, um, find out if a patient is covered, covered for dental services?

Speaker speaker_1: Do you have the last four digits of their social?

Speaker speaker_2: Um, 6687.

Speaker speaker_1: 6687. And the first and last name?

Speaker speaker_2: It is Dasean Haggwood, H-A-G-G-W-O-O-D.

Speaker speaker_1: Can you spell the last name one more time, please?

Speaker speaker_2: H-A-G-G-W-O-O-D.

Speaker speaker_1: One second. And what was the first name?

Speaker speaker_2: D-A-S-E-A-N.

Speaker speaker_1: Okay. Call for me just one moment.

Speaker speaker_2: Okay, I'm back.

Speaker speaker_1: Okay, 'cause there's nothing coming up. Okay.

Speaker speaker_2: I haven't, he gave me a ID number, but I'm not sure if that'll help you or not.

Speaker speaker_1: Do you, do you have the actual ID in front of you?

Speaker speaker_2: No, I don't. He over, this happened over the phone.

Speaker speaker_1: Hmm. Because we, um, the way we look them up, it's through the name of the agency that they work for-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... and the last four digits of their social, and I don't have anything coming up like that. We not, we are not a carrier with the admin, administrator for the health insurance for who they work for.

Speaker speaker_2: Okay. So-

Speaker speaker_1: But I don't see... I, I do not, there's nothing coming up under his name and the last four you gave me.

Speaker speaker_2: Okay. All right. So I will-

Speaker speaker_1: If-

Speaker speaker_2: ... reach back out to the patient-

Speaker speaker_1: Yes.

Speaker speaker_2: ... to see what I can find out.

Speaker speaker_1: Tell them, ask him what is the name of the staffing agency that they work for, and I will be-

Speaker speaker_2: I think it's TRC Staffing.

Speaker speaker_1: TRC? Let's see. Mm-mm. There's nothing coming out under TRC.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: So then-

Speaker speaker_2: Then I'll reach back out to the patient. I have no idea.

Speaker speaker_1: No problem. Sure.

Speaker speaker_2: All right, thank you so much.

Speaker speaker_1: Bye-bye.

Speaker speaker_2: All right, bye-bye.