

## 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? Hi, I'm calling to get eligibility. A who, um, are you calling from a provider? Yes. May I have the member, uh... One second. I need the last four digits of the member's Social Security number, first and last name. Hmm. Last what? Four digits? Of their social. 1394. And then now- And you said the name? Yes, please. Manuel A. Castaneda. How you spell that last name? C-A-S-T-A-N-E-D-A. Hm. Well, any chance you have the, um, the ID card for them? The ID card? What do you mean? The member's card? I mean, um, the me- the member's ID. ID numbers? Medi- uh, no, the actual card. No. 'Cause the way we find them is through their social and the staffing agencies they work for, 'cause we are the administrator for the health insurance. Um, just so- I have the member ID number. No, we won't be able to find it with the member ID number, so. Okay, what you need on the card? It should said the name of the staffing agency they work for. Member Surge, is that it? Okay, yeah, Surge. Thank you. And the last four's 1394, right? Yes. Wait one second. Nothing coming up. Surge. And the date of birth? 8/26/1999. Ah, okay. And for my notes, can you tell me your name, ma'am, and the name of the facility you're calling from? Z as in zebra, A-H-I-D-A, calling from Health Link. Thank you. All right. So the member has a preventive care plan. Um, let's see. Is it active? It is active, um- Okay, can I have your name? Pamela. Pamela? And do you have a reference number? Yeah. I will have to finish my notes, and I'll be more than happy to give it to you. Okay. I'm gonna be giving you letters and numbers, all right? Mm-hmm. Okay, we're gonna start with the, um, S-U-R dash L-X-Z-U, number five, Z-K-P-S- P as in Paul? Yes, ma'am. Okay. F as in Frank and Y. Okay, and it's active for today, okay. All right. Thank you. Anything else I can do for you? That is it. All right, thank you for giving us a call. Have a great rest of the day. Mm-hmm.

### 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: Hi, I'm calling to get eligibility.

Speaker speaker\_0: A who, um, are you calling from a provider?

Speaker speaker\_1: Yes.

Speaker speaker\_0: May I have the member, uh... One second. I need the last four digits of the member's Social Security number, first and last name.

Speaker speaker\_1: Hmm. Last what? Four digits?

Speaker speaker\_0: Of their social.

Speaker speaker\_1: 1394.

Speaker speaker\_0: And then now-

Speaker speaker\_1: And you said the name?

Speaker speaker\_0: Yes, please.

Speaker speaker\_1: Manuel A. Castaneda.

Speaker speaker\_0: How you spell that last name?

Speaker speaker\_1: C-A-S-T-A-N-E-D-A.

Speaker speaker\_0: Hm. Well, any chance you have the, um, the ID card for them?

Speaker speaker\_1: The ID card? What do you mean? The member's card?

Speaker speaker\_0: I mean, um, the me- the member's ID.

Speaker speaker\_1: ID numbers?

Speaker speaker\_0: Medi- uh, no, the actual card.

Speaker speaker\_1: No.

Speaker speaker\_0: 'Cause the way we find them is through their social and the staffing agencies they work for, 'cause we are the administrator for the health insurance. Um, just so-

Speaker speaker\_1: I have the member ID number.

Speaker speaker\_0: No, we won't be able to find it with the member ID number, so.

Speaker speaker\_1: Okay, what you need on the card?

Speaker speaker\_0: It should said the name of the staffing agency they work for.

Speaker speaker\_1: Member Surge, is that it?

Speaker speaker\_0: Okay, yeah, Surge. Thank you. And the last four's 1394, right?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Wait one second. Nothing coming up. Surge. And the date of birth?

Speaker speaker\_1: 8/26/1999.

Speaker speaker\_0: Ah, okay. And for my notes, can you tell me your name, ma'am, and the name of the facility you're calling from?

Speaker speaker\_1: Z as in zebra, A-H-I-D-A, calling from Health Link.

Speaker speaker\_0: Thank you. All right. So the member has a preventive care plan. Um, let's see.

Speaker speaker\_1: Is it active?

Speaker speaker\_0: It is active, um-

Speaker speaker\_1: Okay, can I have your name?

Speaker speaker\_0: Pamela.

Speaker speaker\_1: Pamela? And do you have a reference number?

Speaker speaker\_0: Yeah. I will have to finish my notes, and I'll be more than happy to give it to you.

Speaker speaker\_1: Okay.

Speaker speaker\_0: I'm gonna be giving you letters and numbers, all right?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Okay, we're gonna start with the, um, S-U-R dash L-X-Z-U, number five, Z-K-P-S-

Speaker speaker\_1: P as in Paul?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Okay.

Speaker speaker\_0: F as in Frank and Y.

Speaker speaker\_1: Okay, and it's active for today, okay.

Speaker speaker\_0: All right.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Anything else I can do for you?

Speaker speaker\_1: That is it.

Speaker speaker\_0: All right, thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_1: Mm-hmm.