

Transcript: Pamela

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Full Transcript

... this is Pamela speaking. How may I help you? Hi. I would like to verify eligibility on a patient. Sure. Um, by any chance, you have the last four digits of their Social? Yes. It is 3143. The last name? Gundersen. Anderson? Gundersen. G as in go, U-n-d-e-r-s-o-n. And the first name? John. Can you name him? Kay, K-a-y. Just verify the date of birth of the f- of the member. The date of birth? Yes, please. It is March, March 1st, 2001. For the information we have, it's, um, \$50 from here. And what's the name of the facility you're calling from? CCM Health. Yep. So, he, his benefits are not active. The last day of coverage was back in February of this year. February, what was the date? 16th. 16th. And that's when his insurance terminated. Yes. Perfect. Thank you so much. Thank you for giving us a call. Have a great rest of your day. You too. Bye.

Conversation Format

Speaker speaker_0: ... this is Pamela speaking. How may I help you?

Speaker speaker_1: Hi. I would like to verify eligibility on a patient.

Speaker speaker_0: Sure. Um, by any chance, you have the last four digits of their Social?

Speaker speaker_1: Yes. It is 3143.

Speaker speaker_0: The last name?

Speaker speaker_1: Gundersen.

Speaker speaker_0: Anderson?

Speaker speaker_1: Gundersen. G as in go, U-n-d-e-r-s-o-n.

Speaker speaker_0: And the first name?

Speaker speaker_1: John.

Speaker speaker_0: Can you name him?

Speaker speaker_1: Kay, K-a-y.

Speaker speaker_0: Just verify the date of birth of the f- of the member.

Speaker speaker_1: The date of birth?

Speaker speaker_0: Yes, please.

Speaker speaker_1: It is March, March 1st, 2001.

Speaker speaker_0: For the information we have, it's, um, f50 from here. And what's the name of the facility you're calling from?

Speaker speaker_1: CCM Health.

Speaker speaker_0: Yep. So, he, his benefits are not active. The last day of coverage was back in February of this year.

Speaker speaker_1: February, what was the date?

Speaker speaker_0: 16th.

Speaker speaker_1: 16th. And that's when his insurance termed.

Speaker speaker_0: Yes.

Speaker speaker_1: Perfect. Thank you so much.

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

Speaker speaker_1: You too. Bye.