

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Hi. I'm calling from a provider's office, just trying to see if a member has coverage. All right. May I have, um, the last four digits of your Social? Uh, yeah. That is 8595. First and last name? Joseph Field. Date of birth November 8th, 1988. One second. You said Joseph, right? Joseph, yes. Mm-hmm. And can you repeat the date of birth for me? Date of birth November 8th, 1988. Hold on. By any chance you have their ID card with, uh, with you or- They took a picture, but I can't actually read the ID number. That's why I was hoping with the- No, no. I, I, I don't need the ID number. It's the actual company who they work for, because they are not- Oh, is it Surge? Okay, perfect. That works for Surge. Right, that's the only thing I can read 'cause it's big. 10th birthday. Yeah, okay. Let's see. So, he is active, and his benefits is only preventive care. Oh, okay. If you needed like a, a breakdown of the benefits, I could either transfer you or give you the phone number for the admin. No, that's okay. I don't need a breakdown of the benefits. Um, is there any way I can get his ID number? Sorry, just bear with me. Let me, let me pull it up. Thank you. Sure. Give me one second. Ma'am? Yeah. It's, um, D as in David, 476A2818. Just to confirm, that is D as in David, 476-8281? Yes. Um, can you repeat... Uh, can you tell me your name for my notes? Uh, my name is Destiny. What was your name again also? Uh, Pamela. Pamela? Yes. Okay. And then- And then do you guys provide reference numbers? I... As soon as I do my notes, I can provide you with it. Can you tell me- Okay, perfect. ... the name of the, um, medical facility you're calling from? Recover Together Incorporated. Okay. Just give me one second. I'm gonna give it, um... Giving you letters and numbers, a lot of them. Okay. Yeah, 'cause people usually think that it's like a little bit of three or four numbers, but no, 'cause see it starts with their, um, company initials. So that makes it like longer. Oh, okay. Yeah. So it is, um, S-U-R dash Q as in queen, L as in Larry, P as in Paul, B as in bed- Oh. It... So, um- I'm sorry. It goes dash Q, M as in Mary. No, L. Q-L as in Larry, P as in- Oh, Q-L. Mm-hmm. P as in Paul, B as in boy, H as in hotel, K as in king, S as in Sam, number nine, F as in Frank, and S as in Sam. Okay. So just to confirm, that's S as in Sam, U-R-Q was in queen, L as in lima, P as in Paul, B as in boy, H as in hotel, K as in kite, S as in Sam, nine, F as in Frank, S as in Sam? Yes, ma'am. Perfect. You're right. All right. Those are very hard reference numbers. All right. Have a great rest of the day. You as well. Thank you so much. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi. I'm calling from a provider's office, just trying to see if a member has coverage.

Speaker speaker_1: All right. May I have, um, the last four digits of your Social?

Speaker speaker_2: Uh, yeah. That is 8595.

Speaker speaker_1: First and last name?

Speaker speaker_2: Joseph Field. Date of birth November 8th, 1988.

Speaker speaker_1: One second. You said Joseph, right?

Speaker speaker_2: Joseph, yes.

Speaker speaker_1: Mm-hmm. And can you repeat the date of birth for me?

Speaker speaker_2: Date of birth November 8th, 1988.

Speaker speaker_1: Hold on. By any chance you have their ID card with, uh, with you or-

Speaker speaker_2: They took a picture, but I can't actually read the ID number. That's why I was hoping with the-

Speaker speaker_1: No, no. I, I, I don't need the ID number. It's the actual company who they work for, because they are not-

Speaker speaker_2: Oh, is it Surge?

Speaker speaker_1: Okay, perfect. That works for Surge.

Speaker speaker_2: Right, that's the only thing I can read 'cause it's big.

Speaker speaker_1: 10th birthday. Yeah, okay. Let's see. So, he is active, and his benefits is only preventive care.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: If you needed like a, a breakdown of the benefits, I could either transfer you or give you the phone number for the admin.

Speaker speaker_2: No, that's okay. I don't need a breakdown of the benefits. Um, is there any way I can get his ID number?

Speaker speaker_1: Sorry, just bear with me. Let me, let me pull it up.

Speaker speaker_2: Thank you.

Speaker speaker_1: Sure. Give me one second. Ma'am?

Speaker speaker_2: Yeah.

Speaker speaker_1: It's, um, D as in David, 476A2818.

Speaker speaker_2: Just to confirm, that is D as in David, 476-8281?

Speaker speaker_1: Yes. Um, can you repeat... Uh, can you tell me your name for my notes?

Speaker speaker_2: Uh, my name is Destiny. What was your name again also?

Speaker speaker_1: Uh, Pamela.

Speaker speaker_2: Pamela?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay.

Speaker speaker_1: And then-

Speaker speaker_2: And then do you guys provide reference numbers?

Speaker speaker_1: I... As soon as I do my notes, I can provide you with it. Can you tell me-

Speaker speaker_2: Okay, perfect.

Speaker speaker_1: ... the name of the, um, medical facility you're calling from?

Speaker speaker_2: Recover Together Incorporated.

Speaker speaker_1: Okay. Just give me one second. I'm gonna give it, um... Giving you letters and numbers, a lot of them.

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah, 'cause people usually think that it's like a little bit of three or four numbers, but no, 'cause see it starts with their, um, company initials. So that makes it like longer.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Yeah. So it is, um, S-U-R dash Q as in queen, L as in Larry, P as in Paul, B as in bed-

Speaker speaker_2: Oh.

Speaker speaker_1: It... So, um-

Speaker speaker_2: I'm sorry. It goes dash Q, M as in Mary.

Speaker speaker_1: No, L. Q-L as in Larry, P as in-

Speaker speaker_2: Oh, Q-L.

Speaker speaker_1: Mm-hmm. P as in Paul, B as in boy, H as in hotel, K as in king, S as in Sam, number nine, F as in Frank, and S as in Sam.

Speaker speaker_2: Okay. So just to confirm, that's S as in Sam, U-R-Q was in queen, L as in lima, P as in Paul, B as in boy, H as in hotel, K as in kite, S as in Sam, nine, F as in Frank, S as in Sam?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Perfect. You're right.

Speaker speaker_1: All right.

Speaker speaker_2: Those are very hard reference numbers.

Speaker speaker_1: All right. Have a great rest of the day.

Speaker speaker_2: You as well. Thank you so much.

Speaker speaker_1: Bye-bye.