

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-85. This is Pamela speaking. How may I help you? Hello. I'm calling from Emily's Medical Group. I'm a care physician office and I want to check your eligibility for a patient of ours and who is a member of yours. And, uh, do you have the last four digits of their Social? No. First and last name? Yes. First name is Ralph, last name is Nannis. Nannis? Yes. N-A-N-N-I-S. Okay. And the date of birth? That will be 03-27-1965. Okay. Thank you. Mm-hmm. Is this for medical or dental? I'm sorry, what was that? Is that from... It is for medical or dental? Uh, medical. Okay. His benefits are active. Okay. Is there a way... Sorry, go ahead. Do you need, like, a breakdown of the benefits? No. I need the, uh, I'm just, um, like ch-... Uh, you told me it's active. Is there a way you can, like, send me, um, a document that shows he is eligible and active, or an, and reference number, or anything? Um, I could provide you with, um, policy number, but if we need any other information, we'll... I could transfer you to the actual carrier. We are not a carrier. Oh, give me the policy number and then transfer me, actually. Just a second. Bear with me. Mm-hmm. Ma'am? Yes. The policy number is 227-Mm-hmm. ... 4042. Okay. Let me transfer you to APL, just bear with me. Okay.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits 10-85. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hello. I'm calling from Emily's Medical Group. I'm a care physician office and I want to check your eligibility for a patient of ours and who is a member of yours.

Speaker speaker_1: And, uh, do you have the last four digits of their Social?

Speaker speaker_2: No.

Speaker speaker_1: First and last name?

Speaker speaker_2: Yes. First name is Ralph, last name is Nannis.

Speaker speaker_1: Nannis?

Speaker speaker_2: Yes. N-A-N-N-I-S.

Speaker speaker_1: Okay. And the date of birth?

Speaker speaker_2: That will be 03-27-1965.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Is this for medical or dental?

Speaker speaker_2: I'm sorry, what was that?

Speaker speaker_1: Is that from... It is for medical or dental?

Speaker speaker_2: Uh, medical.

Speaker speaker_1: Okay. His benefits are active.

Speaker speaker_2: Okay. Is there a way... Sorry, go ahead.

Speaker speaker_1: Do you need, like, a breakdown of the benefits?

Speaker speaker_2: No. I need the, uh, I'm just, um, like ch-... Uh, you told me it's active. Is there a way you can, like, send me, um, a document that shows he is eligible and active, or an, and reference number, or anything?

Speaker speaker_1: Um, I could provide you with, um, policy number, but if we need any other information, we'll... I could transfer you to the actual carrier. We are not a carrier.

Speaker speaker_2: Oh, give me the policy number and then transfer me, actually.

Speaker speaker_1: Just a second. Bear with me.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Ma'am?

Speaker speaker_2: Yes.

Speaker speaker_1: The policy number is 227-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 4042.

Speaker speaker_2: Okay.

Speaker speaker_1: Let me transfer you to APL, just bear with me.

Speaker speaker_2: Okay.