

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Corps, this is Pamela speaking. How may I help you? Uh, hi. Did you say your name was Pamela? Yes, ma'am. Okay. Hi, my name is Leslie, and I am calling from the doctor's office to see if a, um, if a patient is eligible for, uh, this insurance. Um, may I have- Excuse me. ... the first and last name of the patient? Sure. It is, uh, Herman Anderson. And... Do you have the last four digits of the Social? Yeah. Um, it is 2248, and his, uh, date of birth is 02/03/62. All right, thank you for the information. Uh-huh. Can you say your name is again? Uh, Leslie. Leslie. And what's the name of the, uh, provider you're calling from? Uh, Grant Medical Center. Thank you for the information. So let's see. Mm-hmm. So then, member is not active. This is... He does not have any benefits at this time. Okay, and when did it term? Does it give you a term date? Um, Give me one second. Oh, okay. Last day of coverage was the 8th of September. Mm-hmm. Of '24? Yes, ma'am. Okay. And can I get a call reference number, please? As soon as I'm done doing my notes, I'm more than happy to go get that for you. Sure. Give me one second. That's fine. Okay. Mm-hmm. Oh. Excuse me. You're welcome. Yeah, so the last day started September. All right, so we'll be giving you letters and numbers. It's a lot of stuff- Okay. Okay? Okay. Um, the first three letter will be F-U-R, as in red, dash, numbers- Mm-hmm. ... 435. Letters D as in David, B as in boy, N as in Nancy. Number 72, and B as in boy, N as in Nancy. Okay. Thank you so much. Yes. Thank you for giving us a call. Have a great rest of the day. Yes, you too.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits Center Corps, this is Pamela speaking. How may I help you?

Speaker speaker_2: Uh, hi. Did you say your name was Pamela?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. Hi, my name is Leslie, and I am calling from the doctor's office to see if a, um, if a patient is eligible for, uh, this insurance.

Speaker speaker_1: Um, may I have-

Speaker speaker_2: Excuse me.

Speaker speaker_1: ... the first and last name of the patient?

Speaker speaker_2: Sure. It is, uh, Herman Anderson.

Speaker speaker_1: And... Do you have the last four digits of the Social?

Speaker speaker_2: Yeah. Um, it is 2248, and his, uh, date of birth is 02/03/62.

Speaker speaker_1: All right, thank you for the information.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Can you say your name is again?

Speaker speaker_2: Uh, Leslie.

Speaker speaker_1: Leslie. And what's the name of the, uh, provider you're calling from?

Speaker speaker_2: Uh, Grant Medical Center.

Speaker speaker_1: Thank you for the information. So let's see.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So then, member is not active. This is... He does not have any benefits at this time.

Speaker speaker_2: Okay, and when did it term? Does it give you a term date?

Speaker speaker_1: Um, Give me one second.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Last day of coverage was the 8th of September.

Speaker speaker_2: Mm-hmm. Of '24?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. And can I get a call reference number, please?

Speaker speaker_1: As soon as I'm done doing my notes, I'm more than happy to go get that for you.

Speaker speaker_2: Sure.

Speaker speaker_1: Give me one second.

Speaker speaker_2: That's fine. Okay. Mm-hmm.

Speaker speaker_1: Oh.

Speaker speaker_2: Excuse me.

Speaker speaker_1: You're welcome. Yeah, so the last day started September. All right, so we'll be giving you letters and numbers. It's a lot of stuff-

Speaker speaker_2: Okay.

Speaker speaker_1: Okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Um, the first three letter will be F-U-R, as in red, dash, numbers-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 435. Letters D as in David, B as in boy, N as in Nancy. Number 72, and B as in boy, N as in Nancy.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: Yes. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_2: Yes, you too.