

## **Transcript: Pamela**

**Blanc-6266416246996992-4912694094905344**

### **Full Transcript**

Thank you for calling Benefits This is Emma speaking. How may I help you? Hi, my name is Sam calling from Paris Regional Medical Center on a recorded line. This call is regarding to start an in-patient authorization for ER visit. Okay. Bear with me. Could you speak louder? Your volume is too low. Sure. Just hold on. Just wait. Let me fix it. Can you hear me better, sir? Yes. Okay. Um, what's the name of the member? Timothy Francisco. His last name is Francisco? Sir? Sir? Yes. Member name is Timothy Francisco. April 21st, 1993 date of birth. Hello. I'm looking for the patient records. We usually look for them by the, um, last four digits of the Social and the staffing agency they work for. I have social number. It's 0288. 0288. Indian language All right, um, what was your name, sir? Indian language Sir, your name- Can you repeat? My name is Sam. S-A-M. And what's the name of the facility you're calling from? Paris Regional Medical Center. Okay, so the member has the Insure Plus in hand. Um, I'm gonna go ahead and transfer you to the actual carrier. Member is active, so they could give you a breakdown of the benefits and if it's covered. Member have medical benefits? Yes. Indian language Okay, so you can initiate an in-patient authorization? No, I will have to transfer you to the actual carrier, and they will be able to do that for you. Okay, can you provide me a call number also if call gets disconnected? Sure. Uh, it's 800-256- Yes. ... 8606. 800-256-8606, right? Yes, sir. Please transfer the call.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits This is Emma speaking. How may I help you?

Speaker speaker\_1: Hi, my name is Sam calling from Paris Regional Medical Center on a recorded line. This call is regarding to start an in-patient authorization for ER visit.

Speaker speaker\_0: Okay. Bear with me.

Speaker speaker\_1: Could you speak louder? Your volume is too low.

Speaker speaker\_0: Sure. Just hold on. Just wait. Let me fix it. Can you hear me better, sir?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Um, what's the name of the member?

Speaker speaker\_1: Timothy Francisco.

Speaker speaker\_0: His last name is Francisco? Sir? Sir?

Speaker speaker\_1: Yes. Member name is Timothy Francisco. April 21st, 1993 date of birth. Hello.

Speaker speaker\_0: I'm looking for the patient records. We usually look for them by the, um, last four digits of the Social and the staffing agency they work for.

Speaker speaker\_1: I have social number. It's 0288.

Speaker speaker\_0: 0288.

Speaker speaker\_2: Indian language

Speaker speaker\_0: All right, um, what was your name, sir?

Speaker speaker\_2: Indian language

Speaker speaker\_0: Sir, your name-

Speaker speaker\_1: Can you repeat? My name is Sam. S-A-M.

Speaker speaker\_0: And what's the name of the facility you're calling from?

Speaker speaker\_1: Paris Regional Medical Center.

Speaker speaker\_0: Okay, so the member has the Insure Plus in hand. Um, I'm gonna go ahead and transfer you to the actual carrier. Member is active, so they could give you a breakdown of the benefits and if it's covered.

Speaker speaker\_1: Member have medical benefits?

Speaker speaker\_0: Yes.

Speaker speaker\_2: Indian language

Speaker speaker\_1: Okay, so you can initiate an in-patient authorization?

Speaker speaker\_0: No, I will have to transfer you to the actual carrier, and they will be able to do that for you.

Speaker speaker\_1: Okay, can you provide me a call number also if call gets disconnected?

Speaker speaker\_0: Sure. Uh, it's 800-256-

Speaker speaker\_1: Yes.

Speaker speaker\_0: ... 8606.

Speaker speaker\_1: 800-256-8606, right?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Please transfer the call.