

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits . This is Pamela speaking. How may I help you? Hi, this is Yasmin from Whatley Health Services. I have a patient that has a multi-plan and I want to see what coverage they have and if they have a co-pay. So f-- um, do you have the last four digits of their social? Um, yes. Can I see the, um... It is, um, 0750. 0750? Mm-hmm. And the last full name? I mean, I'm sorry, the last name and first name? Kelsey Baker. Baker. Mm-hmm. Okay. Um, for security reasons, can you please tell me the date of birth? 11/05/76. Okay. All right, um, let's see. So she has a preventive care plan. It does not- Okay. ... have a co-pay. She's responsible to pay for the doctor's visit. Insurance gonna cover- Okay. ... just preventive care. Okay, so it doesn't cover a doctor's visit? No. And her benefits are not active this week. Okay, thank you. Um, can I have your name? Um, Yasmin Mendez. All right, thank you, Yasmin. It's for my notes. Okay, no problem. Thank you. Thank you.

Conversation Format

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

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

Speaker speaker_2: Hi, this is Yasmin from Whatley Health Services. I have a patient that has a multi-plan and I want to see what coverage they have and if they have a co-pay.

Speaker speaker_1: So f-- um, do you have the last four digits of their social?

Speaker speaker_2: Um, yes. Can I see the, um... It is, um, 0750.

Speaker speaker_1: 0750?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And the last full name? I mean, I'm sorry, the last name and first name?

Speaker speaker_2: Kelsey Baker.

Speaker speaker_1: Baker.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. Um, for security reasons, can you please tell me the date of birth?

Speaker speaker_2: 11/05/76.

Speaker speaker_1: Okay. All right, um, let's see. So she has a preventive care plan. It does not-

Speaker speaker_2: Okay.

Speaker speaker_1: ... have a co-pay. She's responsible to pay for the doctor's visit. Insurance gonna cover-

Speaker speaker_2: Okay.

Speaker speaker_1: ... just preventive care.

Speaker speaker_2: Okay, so it doesn't cover a doctor's visit?

Speaker speaker_1: No. And her benefits are not active this week.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: Um, can I have your name?

Speaker speaker_2: Um, Yasmin Mendez.

Speaker speaker_1: All right, thank you, Yasmin. It's for my notes.

Speaker speaker_2: Okay, no problem.

Speaker speaker_1: Thank you.

Speaker speaker_2: Thank you.