

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits and Affordances. Pamela speaking, how may I help you? Who's speaking? Pamela. Hey, Pamela. My name's Celeste Cheney. I had a, um, COBRA enrollment, um, like a year ago, and I keep getting a bill from Quest that says, um, how much I owe, and I'd like to dispute the bill. I've been doing this for, like, over a year now. But anyway, I talked with Lisa and I was talking with someone this... after that, that said that they corrected an EOB, and it was supposed to be sent to me and I haven't received one yet. Okay. So we do not process the claim. Um, let me pull up your file and see which, um, are your plans, and I will correct you to the correct department. What was the last company you said you worked for? Um, APC. May I have the last four digits of your Social? 0241. Thank you. 0241. Yes. First and last name? Cheney. Your first and last name? Uh, my first name is Celeste and my last name Cheney. Okay. Miss Cheney, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth. My address is 77 Tompkins Creek Trail, Forsyth, Georgia, 31029. My date of birth is May 2nd, 1964. Thank you for the information. We have a telephone number on file for 789519317. Yes. And then Celeste, C-H-N-N-@billself.net is your email. Say that again? Your email is celestechn8@billsouth.net. Yes. With, uh, Celeste, there's no T-E, it's just C-E-L-E-S-T, C-H-N. Yes. Okay. Okay. All right, let's see. Right. Okay. So, I see that you was enrolled with COBRA. When you try to reach them for claim, when you call us, you need to select option one. That will send you directly to them. Okay. I'm just trying to get a copy of a corrected EOB. I mean, that's- that's all I want. No, I c- I understand. I'm just letting you know so that way you don't have to go through us to reach them. That's what I mean. Okay. Just bear with me. Okay.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Affordances. Pamela speaking, how may I help you?

Speaker speaker_1: Who's speaking?

Speaker speaker_0: Pamela.

Speaker speaker_1: Hey, Pamela. My name's Celeste Cheney. I had a, um, COBRA enrollment, um, like a year ago, and I keep getting a bill from Quest that says, um, how much I owe, and I'd like to dispute the bill. I've been doing this for, like, over a year now. But anyway, I talked with Lisa and I was talking with someone this... after that, that said that they corrected

an EOB, and it was supposed to be sent to me and I haven't received one yet.

Speaker speaker_0: Okay. So we do not process the claim. Um, let me pull up your file and see which, um, are your plans, and I will correct you to the correct department. What was the last company you said you worked for?

Speaker speaker_1: Um, APC.

Speaker speaker_0: May I have the last four digits of your Social?

Speaker speaker_1: 0241.

Speaker speaker_0: Thank you. 0241.

Speaker speaker_1: Yes.

Speaker speaker_0: First and last name?

Speaker speaker_1: Cheney.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Uh, my first name is Celeste and my last name Cheney.

Speaker speaker_0: Okay. Miss Cheney, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: My address is 77 Tompkins Creek Trail, Forsyth, Georgia, 31029. My date of birth is May 2nd, 1964.

Speaker speaker_0: Thank you for the information. We have a telephone number on file for 789519317.

Speaker speaker_1: Yes.

Speaker speaker_0: And then Celeste, C-H-N-N-@billself.net is your email.

Speaker speaker_1: Say that again?

Speaker speaker_0: Your email is celestechn8@billsouth.net.

Speaker speaker_1: Yes. With, uh, Celeste, there's no T-E, it's just C-E-L-E-S-T, C-H-N.

Speaker speaker_0: Yes.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. All right, let's see. Right. Okay. So, I see that you was enrolled with COBRA. When you try to reach them for claim, when you call us, you need to select option one. That will send you directly to them.

Speaker speaker_1: Okay. I'm just trying to get a copy of a corrected EOB. I mean, that's-that's all I want.

Speaker speaker_0: No, I c- I understand. I'm just letting you know so that way you don't have to go through us to reach them. That's what I mean.

Speaker speaker_1: Okay.

Speaker speaker_0: Just bear with me.

Speaker speaker_1: Okay.