

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Hi, Pamela. Hi, this is Roy calling from provider's office. I am checking for, uh, eligibility information for patient. What eligibility, you said? Medical. Okay. And... do you have the last four digits of the member's social? 7784. The first and last name? Quarries Lee. Lee is the last name? L-E-E? Yes. And you said the first name is? Quarries. Q, queen; U, uniform; A, alpha or romeo; I, India; U, uniform. Yes, sir. And the date of birth? September 24, 1982. One second. Okay, you are the provider for dental vision or medical? Medical. Can you, can you provide me with your name? My name is Roy, R-O-Y, Roy. Last name is spelled W-O-R-s and a whiskey. Okay. So the member, it is... he's active and he has a preventive care plan. Patient not have medical- If you need a breakdown... If you need a br- uh, breakdown of the benefits, I could transfer you to the actual carrier. Okay. Just a moment. So patient does not have the medical insurances, right? Patient has preventive care. That's right? Just preventive. And the member is, uh, responsible to pay for the, uh, doctor's visit and it has to be in network. Like I said, if you need a, um, a breakdown of the benefits, I could give you the phone number or transfer you to the cor- uh, to the carrier. Can I provide a call reference number, Pamela? I will be giving you letters and numbers. Go ahead. It's, uh, it's M as in Mary, A as in apple, U as in unicorn, dash, H as in hotel, W whiskey, G as in gold, R as in red, number 7, Z as in zebra, T as in Tom, F as in Frank, S as in Sam, number 5. Um, also, your guy's, uh, covered in medical, but, uh, this patient does not have the medical insurance. Medical policies, right? This patient have only preventive policy only, so remember does not have the medical. That's right? Just preventive, sir. Okay. Thank you for the valid information, Pamela. Thank you for the Take care. Bye. Have a nice day. 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 in a Car. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi, Pamela. Hi, this is Roy calling from provider's office. I am checking for, uh, eligibility information for patient.

Speaker speaker_1: What eligibility, you said?

Speaker speaker_2: Medical.

Speaker speaker_1: Okay. And... do you have the last four digits of the member's social?

Speaker speaker_2: 7784.

Speaker speaker_1: The first and last name?

Speaker speaker_2: Quarries Lee.

Speaker speaker_1: Lee is the last name? L-E-E?

Speaker speaker_2: Yes.

Speaker speaker_1: And you said the first name is?

Speaker speaker_2: Quarries. Q, queen; U, uniform; A, alpha or romeo; I, India; U, uniform. Yes, sir.

Speaker speaker_1: And the date of birth?

Speaker speaker_2: September 24, 1982.

Speaker speaker_1: One second. Okay, you are the provider for dental vision or medical?

Speaker speaker_2: Medical.

Speaker speaker_1: Can you, can you provide me with your name?

Speaker speaker_2: My name is Roy, R-O-Y, Roy. Last name is spelled W-O-R-s and a whiskey.

Speaker speaker_1: Okay. So the member, it is... he's active and he has a preventive care plan.

Speaker speaker_2: Patient not have medical-

Speaker speaker_1: If you need a breakdown... If you need a br- uh, breakdown of the benefits, I could transfer you to the actual carrier.

Speaker speaker_2: Okay. Just a moment. So patient does not have the medical insurances, right? Patient has preventive care. That's right?

Speaker speaker_1: Just preventive. And the member is, uh, responsible to pay for the, uh, doctor's visit and it has to be in network. Like I said, if you need a, um, a breakdown of the benefits, I could give you the phone number or transfer you to the cor- uh, to the carrier.

Speaker speaker_2: Can I provide a call reference number, Pamela?

Speaker speaker_1: I will be giving you letters and numbers.

Speaker speaker_2: Go ahead.

Speaker speaker_1: It's, uh, it's M as in Mary, A as in apple, U as in unicorn, dash, H as in hotel, W whiskey, G as in gold, R as in red, number 7, Z as in zebra, T as in Tom, F as in Frank, S as in Sam, number 5.

Speaker speaker_2: Um, also, your guy's, uh, covered in medical, but, uh, this patient does not have the medical insurance. Medical policies, right? This patient have only preventive policy only, so remember does not have the medical. That's right?

Speaker speaker_1: Just preventive, sir.

Speaker speaker_2: Okay. Thank you for the valid information, Pamela. Thank you for the Take care. Bye. Have a nice day.

Speaker speaker_1: Thank you.