

Transcript: Pamela

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Full Transcript

Thank you for calling Medical Tunnel Card. This is Pamela speaking. How may I help you? Hi. Um, I was trying to figure out, would I be able to use this, um, plan for, for MUSC? MUSC? Yes, ma'am. I will have to pull up your file and see the plan that you have. Um, who do you work for, ma'am? Um, MAU. May I have the last four digits of your Social? Three, zero, seven, seven. Your first and last name. Taylor Sparks. Mr. Sparks, for security reasons, just to make sure we are in the correct file, I need to verify the complete address and date of birth. Uh, 210 Old Grove and 12-11-01. And what... Um, the rest of the address. I need it to make sure I have the correct, ma'am. Oh, 210 Old Grove Avenue. What's the... Uh, I mean, I can't... I didn't hear your zip code. Oh, my zip code? I mean, your complete address. 29461. Thank you. I have the telephone number on file, 846-754-9053. And your email is testing for double c, sparks@gmail.com. Yes, ma'am. So... Give me one second, 'cause there's a, a carrier question. Just bear with me. Let me get someone on the line that could help you and see if you are able to use it for that procedure.

Conversation Format

Speaker speaker_0: Thank you for calling Medical Tunnel Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi. Um, I was trying to figure out, would I be able to use this, um, plan for, for MUSC?

Speaker speaker_0: MUSC?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: I will have to pull up your file and see the plan that you have. Um, who do you work for, ma'am?

Speaker speaker_1: Um, MAU.

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

Speaker speaker_1: Three, zero, seven, seven.

Speaker speaker_0: Your first and last name.

Speaker speaker_1: Taylor Sparks.

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

Speaker speaker_1: Uh, 210 Old Grove and 12-11-01.

Speaker speaker_0: And what... Um, the rest of the address. I need it to make sure I have the correct, ma'am.

Speaker speaker_1: Oh, 210 Old Grove Avenue.

Speaker speaker_0: What's the... Uh, I mean, I can't... I didn't hear your zip code.

Speaker speaker_1: Oh, my zip code?

Speaker speaker_0: I mean, your complete address.

Speaker speaker_1: 29461.

Speaker speaker_0: Thank you. I have the telephone number on file, 846-754-9053. And your email is testing for double c, sparks@gmail.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: So... Give me one second, 'cause there's a, a carrier question. Just bear with me. Let me get someone on the line that could help you and see if you are able to use it for that procedure.