

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Car. This is- Hello? Hello? Benefits in a Car. This is Pamela speaking. How may I help- Hi, Pamela. I'm calling to verify benefits and eligibility on a patient. You are. Do you have what the patient has with them, such as their social? Let me see if they provided that. Hold on. Actually, they didn't provide the social but I have an ID number. Hm, I won't be able to find out with their ID number because we're not the actual carrier. May I have the last name? It's the Campos, C-A-M-P-O-S. And their first name? It's Rogelio, R-O-G-E-L-I-O. Are you able to tell me the date of birth? Of course, March 14, 1981. All right, thank you for these needs. What is your name? Alma, A-L-M-A. Alma. Okay, and what's the name of the facility you're calling from? It's Glendora Digestive Disease Institute. Okay. Let's see. The member is active. Um, if you need like a breakdown of the benefits, I could transfer you to the actual carrier. Yes, please, and what number is that? Is it the same number? No, it's 800-256-8606. Yeah, I do need the effective date and benefits. If you could transfer me, that would be great. Oh, uh, bear with me.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. This is-

Speaker speaker_1: Hello? Hello?

Speaker speaker_0: Benefits in a Car. This is Pamela speaking. How may I help-

Speaker speaker_1: Hi, Pamela. I'm calling to verify benefits and eligibility on a patient.

Speaker speaker_0: You are. Do you have what the patient has with them, such as their social?

Speaker speaker_1: Let me see if they provided that. Hold on. Actually, they didn't provide the social but I have an ID number.

Speaker speaker_0: Hm, I won't be able to find out with their ID number because we're not the actual carrier. May I have the last name?

Speaker speaker_1: It's the Campos, C-A-M-P-O-S.

Speaker speaker_0: And their first name?

Speaker speaker_1: It's Rogelio, R-O-G-E-L-I-O.

Speaker speaker_0: Are you able to tell me the date of birth?

Speaker speaker_1: Of course, March 14, 1981.

Speaker speaker_0: All right, thank you for these needs. What is your name?

Speaker speaker_1: Alma, A-L-M-A.

Speaker speaker_0: Alma. Okay, and what's the name of the facility you're calling from?

Speaker speaker_1: It's Glendora Digestive Disease Institute.

Speaker speaker_0: Okay. Let's see. The member is active. Um, if you need like a breakdown of the benefits, I could transfer you to the actual carrier.

Speaker speaker_1: Yes, please, and what number is that? Is it the same number?

Speaker speaker_0: No, it's 800-256-8606.

Speaker speaker_1: Yeah, I do need the effective date and benefits. If you could transfer me, that would be great.

Speaker speaker_0: Oh, uh, bear with me.