

## **Transcript: Pamela**

**Blanc-6508049549279232-4536591210037248**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-04. This is Pamela speaking. How may I help you? Hey. Um, good morning. My name is Samuel. So I just received my, um, I don't know if it, if I'll call it like a, m- my insurance card in the mail. So I actually booked an appointment with one of the specialists over here in Atlanta, and she said I should actually confirm if the, the hospital or the clinic actually, if whatever I have supports the cards that y- I was given. So I was given an NPH number and all the, and the tax ID and all that number. So you wanna know which provider you would like to go? I mean, if you- No, I, I- ... if you are able to go? No. I picked the provider already. I'm, the, so the hospital, whatever it is, the pharmacy, uh, the hospital said, I should call to confirm if the, if my insurance actually covers their, their clinic. Okay. Because they don't want me to use- If they are in-network. Yeah, exactly. Exactly. Okay. Thank you. I mean, that's all. So I do not have that information, but I could transfer you or provide you with the telephone number where you need to call. All right. So what's the number? It's 800-457-1403. Mm-hmm. All right. Thank you very much. Thank you. Would you like me to transfer 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 10-04. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Hey. Um, good morning. My name is Samuel. So I just received my, um, I don't know if it, if I'll call it like a, m- my insurance card in the mail. So I actually booked an appointment with one of the specialists over here in Atlanta, and she said I should actually confirm if the, the hospital or the clinic actually, if whatever I have supports the cards that y- I was given. So I was given an NPH number and all the, and the tax ID and all that number.

Speaker speaker\_1: So you wanna know which provider you would like to go? I mean, if you-

Speaker speaker\_2: No, I, I-

Speaker speaker\_1: ... if you are able to go?

Speaker speaker\_2: No. I picked the provider already. I'm, the, so the hospital, whatever it is, the pharmacy, uh, the hospital said, I should call to confirm if the, if my insurance actually covers their, their clinic.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Because they don't want me to use-

Speaker speaker\_1: If they are in-network.

Speaker speaker\_2: Yeah, exactly. Exactly.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Thank you. I mean, that's all.

Speaker speaker\_1: So I do not have that information, but I could transfer you or provide you with the telephone number where you need to call.

Speaker speaker\_2: All right. So what's the number?

Speaker speaker\_1: It's 800-457-1403.

Speaker speaker\_2: Mm-hmm. All right. Thank you very much.

Speaker speaker\_1: Thank you. Would you like me to transfer you?