

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and of Course. This is Pamela speaking. How may I help you? Hi. Who am I talking to? Hello? Pamela, Benefits and of Course. Hey, Pamela. Your name is Pamela, right? Yes, ma'am. Okay. Uh, this is Marie Miller calling and I was calling, uh, to see... Uh, I have the American 5 Of Life, uh, medical card, the medical pa- uh, card through, uh, Initiative Staff Solutions. And I'm trying to call to see if I have a copay that I have to pay in ord- in order to be seen at the urgent care. Okay. What was the name of the staffing agency again? Um... That you work for? I-N-E-N... Huh? The name of the staffing agency you work for? I-Initiative Staff Solutions. Give me one sec. I-N-E-N-O-V-A-T-R-I-B-E Staff Solutions. Uh-huh. Give me one second to find... May I have the last four digits of your social? The what? The last four digits of your social. 8477. And your first and last name? Uh, last name's Miller. And your first name? Huh? Your first name? Uh, Marie. I'm sorry, I'm having a hard... I'm having a hard time, uh, understanding you where I'm sitting at. I'm so sorry. Were you, are you able to hear me better? It's okay. Okay. Yeah, I can, I can hear you now. Okay. Give me one minute. Okay. So, Ms. Miller, for security reasons, just to ensure we are in the correct file, can you please verify the complete address and date of birth? My date of birth is 7/21/66. And you probably have 771 Washington Avenue, Evansville, Indiana, 47713. Uh, no. We have another address. Uh, 14912 Uh, US, uh, 41A Hardin, Kentucky, 42406. All right. We have a phone number on file, 270-869-4795. And your email is your last name, boggs350@gmail.com? Yes. Okay. Um, so if you need to go for urgent care, let me look that up. Have a short, flus, straight sick. Um, what I have here for outpatient sickness, um, the insurance gonna cover \$75, um, for your visit. Now, I could, like, refer you to the actual carrier and they will be able to assist you better when it comes to the urgent care itself. It, it doesn't say here. Yeah, 'cause, you know... Yeah, 'cause I'm feeling bad and I'm here at the urgent care 'cause I do have asthma. And, um, so I've been doing quite a bit of coughing so I wa- going there just to make sure if it's just I need a steroid shot or if I got something else going on. And- Okay. Using... There, there's usually, like, a copay you have to pay so I, I was seeing what my copay was. Okay. So, we don't... I don't see any copay because this insurance is by... They already have a set amount that they're gonna pay, but I could transfer you to the actual carrier and they will be able to tell you exactly how much they will cover for you. Okay. I don't want to give you any i- information, um, that it might not be accurate with the actual insurance. Okay. Bear with me. Let me find someone who can help you. All right.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and of Course. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi. Who am I talking to? Hello?

Speaker speaker_1: Pamela, Benefits and of Course.

Speaker speaker_2: Hey, Pamela. Your name is Pamela, right?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. Uh, this is Marie Miller calling and I was calling, uh, to see... Uh, I have the American 5 Of Life, uh, medical card, the medical pa- uh, card through, uh, Initiative Staff Solutions. And I'm trying to call to see if I have a copay that I have to pay in ord- in order to be seen at the urgent care.

Speaker speaker_1: Okay. What was the name of the staffing agency again?

Speaker speaker_2: Um...

Speaker speaker_1: That you work for?

Speaker speaker_2: I-N-E-N... Huh?

Speaker speaker_1: The name of the staffing agency you work for?

Speaker speaker_2: I-Initiative Staff Solutions.

Speaker speaker_1: Give me one sec.

Speaker speaker_2: I-N-E-N-O-V-A-T-R-I-B-E Staff Solutions.

Speaker speaker_1: Uh-huh. Give me one second to find... May I have the last four digits of your social?

Speaker speaker_2: The what?

Speaker speaker_1: The last four digits of your social.

Speaker speaker_2: 8477.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Uh, last name's Miller.

Speaker speaker_1: And your first name?

Speaker speaker_2: Huh?

Speaker speaker_1: Your first name?

Speaker speaker_2: Uh, Marie. I'm sorry, I'm having a hard... I'm having a hard time, uh, understanding you where I'm sitting at.

Speaker speaker_1: I'm so sorry. Were you, are you able to hear me better?

Speaker speaker_2: It's okay.

Speaker speaker_1: Okay.

Speaker speaker_2: Yeah, I can, I can hear you now.

Speaker speaker_1: Okay. Give me one minute. Okay. So, Ms. Miller, for security reasons, just to ensure we are in the correct file, can you please verify the complete address and date of birth?

Speaker speaker_2: My date of birth is 7/21/66. And you probably have 771 Washington Avenue, Evansville, Indiana, 47713.

Speaker speaker_1: Uh, no. We have another address.

Speaker speaker_2: Uh, 14912 Uh, US, uh, 41A Hardin, Kentucky, 42406.

Speaker speaker_1: All right. We have a phone number on file, 270-869-4795. And your email is your last name, boggs350@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, so if you need to go for urgent care, let me look that up. Have a short, flus, straight sick. Um, what I have here for outpatient sickness, um, the insurance gonna cover \$75, um, for your visit. Now, I could, like, refer you to the actual carrier and they will be able to assist you better when it comes to the urgent care itself. It, it doesn't say here.

Speaker speaker_2: Yeah, 'cause, you know... Yeah, 'cause I'm feeling bad and I'm here at the urgent care 'cause I do have asthma. And, um, so I've been doing quite a bit of coughing so I wa- going there just to make sure if it's just I need a steroid shot or if I got something else going on. And-

Speaker speaker_1: Okay.

Speaker speaker_2: Using... There, there's usually, like, a copay you have to pay so I, I was seeing what my copay was.

Speaker speaker_1: Okay. So, we don't... I don't see any copay because this insurance is by... They already have a set amount that they're gonna pay, but I could transfer you to the actual carrier and they will be able to tell you exactly how much they will cover for you.

Speaker speaker_2: Okay.

Speaker speaker_1: I don't want to give you any i- information, um, that it might not be accurate with the actual insurance.

Speaker speaker_2: Okay.

Speaker speaker_1: Bear with me. Let me find someone who can help you.

Speaker speaker_2: All right.