

Transcript: VICTORIA

Taylor-4954615639097344-6503674866745344

Full Transcript

Thank you for calling Benefit in the Card, this is Victoria. How can I help you? Hi, Victoria. John this side, calling from provider's office, and I am looking for a member eligibility and benefits. Okay. What's the name of the provider's office you work with? Anesthesia Consultant. Did you say, "Anesthesia Consultant?" Yes, yes. Do you mind spelling the other part of that just to make sure I got it right? A-N-E-S-T-H-E-S-I-A. Okay. And do you have digits of the patient's Social? No, I do not have, but I have the member ID. Okay. I don't how to search them by the member ID in our systems, unfortunately. I can try by their first and last name, but we do work for many staffing agencies so I might not be able to pull that information up without the Social. What's their first and last name? The first name is Cheryl and the last name is Tipton. How do you spell that name? T-I-P-T-O-N. Cheryl spelled C-H-E-R-Y-L? Yeah, that is correct. Last name is Tipton, T-I-P as in Peter, T-O-N? Yes, that is correct. Yeah. No one's coming up in my system at all with that name. All right. Give me a moment. I'm looking for the last four. Okay. Sorry, I do not have the Social. Okay. Yeah, unfortunately there's nothing I can do for you, sir. Uh, I'm not able to find anyone with the name Cheryl Tipton in my system. Okay. Can you just provide me the call reference number for this? Uh, we don't have reference numbers here, so I guess you could just your name, Victoria, and today's date. Okay. Thank you, Victoria. You're welcome. Have a good day. Okay. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit in the Card, this is Victoria. How can I help you?

Speaker speaker_1: Hi, Victoria. John this side, calling from provider's office, and I am looking for a member eligibility and benefits.

Speaker speaker_0: Okay. What's the name of the provider's office you work with?

Speaker speaker_1: Anesthesia Consultant.

Speaker speaker_0: Did you say, "Anesthesia Consultant?"

Speaker speaker_1: Yes, yes.

Speaker speaker_0: Do you mind spelling the other part of that just to make sure I got it right?

Speaker speaker_1: A-N-E-S-T-H-E-S-I-A.

Speaker speaker_0: Okay. And do you have digits of the patient's Social?

Speaker speaker_1: No, I do not have, but I have the member ID.

Speaker speaker_0: Okay. I don't how to search them by the member ID in our systems, unfortunately. I can try by their first and last name, but we do work for many staffing agencies so I might not be able to pull that information up without the Social. What's their first and last name?

Speaker speaker_1: The first name is Cheryl and the last name is Tipton.

Speaker speaker_0: How do you spell that name?

Speaker speaker_1: T-I-P-T-O-N.

Speaker speaker_0: Cheryl spelled C-H-E-R-Y-L?

Speaker speaker_1: Yeah, that is correct.

Speaker speaker_0: Last name is Tipton, T-I-P as in Peter, T-O-N?

Speaker speaker_1: Yes, that is correct.

Speaker speaker_0: Yeah. No one's coming up in my system at all with that name.

Speaker speaker_1: All right. Give me a moment. I'm looking for the last four. Okay. Sorry, I do not have the Social.

Speaker speaker_0: Okay. Yeah, unfortunately there's nothing I can do for you, sir. Uh, I'm not able to find anyone with the name Cheryl Tipton in my system.

Speaker speaker_1: Okay. Can you just provide me the call reference number for this?

Speaker speaker_0: Uh, we don't have reference numbers here, so I guess you could just your name, Victoria, and today's date.

Speaker speaker_1: Okay. Thank you, Victoria.

Speaker speaker_0: You're welcome. Have a good day.

Speaker speaker_1: Okay. Bye-bye.