

Transcript: VICTORIA

Taylor-5826793961603072-4799616428195840

Full Transcript

Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Hi Victoria. This is Lee calling from the provider's office to check on the claim status. What's the name of the provider's office you're calling from? It's WellStar Kennystone Hospital. I'm sorry, what was the name? WellStar Kennystone Hospital. WellStar... Kennystone Hospital. Can you spell that for me? I'm not understanding what you're saying. Kennystone Hospital. K-E-N-N-E-S-T-O-N-E. Okay. So K-E-E-N-N...

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card, this is Victoria. How can I help you?

Speaker speaker_1: Hi Victoria. This is Lee calling from the provider's office to check on the claim status.

Speaker speaker_0: What's the name of the provider's office you're calling from?

Speaker speaker_1: It's WellStar Kennystone Hospital.

Speaker speaker_0: I'm sorry, what was the name?

Speaker speaker_1: WellStar Kennystone Hospital.

Speaker speaker_0: WellStar...

Speaker speaker_1: Kennystone Hospital.

Speaker speaker_0: Can you spell that for me? I'm not understanding what you're saying.

Speaker speaker_1: Kennystone Hospital. K-E-N-N-E-S-T-O-N-E.

Speaker speaker_0: Okay. So K-E-E-N-N...