

Transcript: Pamela

Blanc-4513933247070208-6173291647287296

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Huh? Hello? Hi. Hi. Hi. I'm Pamela. Do you just go here to, um, benefits in a card requesting information of the patient, a Sean Hatwood? Right. Yeah, I found his file right after I hang up with you. Okay. Because it was like, okay, she said TRC, even if he's active or not, he works for them, we should have a file. Then I kept looking. Right. And finally I found him. So- Okay. ... just to make sure, let me get the date of birth. Hold on, let me go back to his chart. It is 9/23 of 2001. Yes. And what was your name again? Anita, A-N-I-T-A. And the name of the, um, provider, the dental? Dr. Clifton Jordan. Okay. I just need it for my, my notes. All right. So his benefits are active. And if you need a breakdown of the benefits, then you will need to contact the actual carrier. And who's the actual carrier? It's APL. APL? Yeah, American Public Life. Okay. And what is a good contact phone number for them? Um, it's 800-256-8606. All right. All right. 800-256-8606. Yes. Do you want me to transfer you to him? All right. Sure. That'll be wonderful. All right. Just bear with me, and I'm sorry about that I couldn't find his name first. That's okay. All right. Thank you. Yes. All right. Jordan? Um, Anita? Yeah. Hi. Yes. I'm so sorry that, um, I don't know, for some reason it's not allowing me to transfer you. Okay. I won't be able to. I'll call. I'll call. All right, thank you. I'm sorry about that. All right. Have a wonderful day. You too. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: Huh? Hello? Hi.

Speaker speaker_2: Hi. Hi. I'm Pamela. Do you just go here to, um, benefits in a card requesting information of the patient, a Sean Hatwood?

Speaker speaker_1: Right.

Speaker speaker_2: Yeah, I found his file right after I hang up with you.

Speaker speaker_1: Okay.

Speaker speaker_2: Because it was like, okay, she said TRC, even if he's active or not, he works for them, we should have a file. Then I kept looking.

Speaker speaker_1: Right.

Speaker speaker_2: And finally I found him. So-

Speaker speaker_1: Okay.

Speaker speaker_2: ... just to make sure, let me get the date of birth.

Speaker speaker_1: Hold on, let me go back to his chart. It is 9/23 of 2001.

Speaker speaker_2: Yes. And what was your name again?

Speaker speaker_1: Anita, A-N-I-T-A.

Speaker speaker_2: And the name of the, um, provider, the dental?

Speaker speaker_1: Dr. Clifton Jordan.

Speaker speaker_2: Okay. I just need it for my, my notes. All right. So his benefits are active . And if you need a breakdown of the benefits, then you will need to contact the actual carrier.

Speaker speaker_1: And who's the actual carrier?

Speaker speaker_2: It's APL.

Speaker speaker_1: APL?

Speaker speaker_2: Yeah, American Public Life.

Speaker speaker_1: Okay. And what is a good contact phone number for them?

Speaker speaker_2: Um, it's 800-256-8606.

Speaker speaker_1: All right. All right. 800-256-8606.

Speaker speaker_2: Yes. Do you want me to transfer you to him?

Speaker speaker_1: All right. Sure. That'll be wonderful.

Speaker speaker_2: All right. Just bear with me, and I'm sorry about that I couldn't find his name first.

Speaker speaker_1: That's okay.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: Yes. All right.

Speaker speaker_2: Jordan? Um, Anita?

Speaker speaker_1: Yeah. Hi. Yes.

Speaker speaker_2: I'm so sorry that, um, I don't know, for some reason it's not allowing me to transfer you.

Speaker speaker_1: Okay.

Speaker speaker_2: I won't be able to.

Speaker speaker_1: I'll call. I'll call.

Speaker speaker_2: All right, thank you. I'm sorry about that.

Speaker speaker_1: All right. Have a wonderful day.

Speaker speaker_2: You too.

Speaker speaker_1: All right. Bye-bye.