

## **Transcript: Pamela**

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### **Full Transcript**

Thank you for putting down your credit cards. This is Pamela speaking, how may I help you? Yes, this is Glenda Barnett. I don't know if I'm calling the right number or not. I was calling to see if- if I have any deductible and how much it is? Who do you work for, ma'am? Oxford Healthcare. May I have the last four digits of your Social so I could pull up your file? 9892. 9-8-9-2. Your first and last name? Barnett, Glenda Barnett. Miss Barnett, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? Yes. Date of birth, um, 5/27... I mean, I'm sorry, 5/23/64. Um, address is 5111 East 30th Place, Tulsa, 74114. Thank you for the information. You have a telephone number on file, 918-365-8459. No. And... It's 918-361-8459. And your email is your first name, last name, 005@gmail.com? Correct. So the plan that you have, they do not have deductible, they do... The way that plan works is that they have a set amount and, um, this is for your medical. They have a set amount. If they're gonna pay anything above that amount, it will be you... It will be your responsibility. Um, on medications, is that... 'Cause I want the same medications. Um, yes, they do. Um, let me see what they got. Sorry, this is gonna be so slow. Okay. So for pharmacy, they, um, you know, pay \$20, \$30, \$20, \$10, \$20 or \$30. It all depends on the medication and it has to be generic. If you like, I could provide you with the number of the pharmacy or that take cares our medication and will, they will be able to tell you how much, um, they will cover for the medication. Okay, one second. Okay, I'm ready. That will be 800-933-3734. And the name of your plan is Insured Plus Basic, just in case they ask, but they will look for you, uh, by your first and last name and your Social. So it's Insured Plus Basic? Yes. Okay. And so there's no deductible, like, for... No. Uh, okay. Um, what about the hospital? If I am in, uh, admitted to the hospital... Um, if any... Okay, so daily confinement, they cover \$50 today. Oh, wow. Okay, I think I have that in the... it's, I think that's in the Oxford Healthcare, um, coverage, uh, booklet that I have. It may... I'm pretty sure it is. So I'll just read that again and see. Yeah. Yeah. Okay. They have very basic... All right. Anything else I can do for you? I mean, I... This is the only plan that they have, the Oxford. Uh, then you, then you enroll in dental and vision insurance coverages. Mm-hmm. Okay. Well, thank you so much and you have a good day. You too, ma'am. Have a great rest of the day. Okay, bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for putting down your credit cards. This is Pamela speaking, how may I help you?

Speaker speaker\_1: Yes, this is Glenda Barnett. I don't know if I'm calling the right number or not. I was calling to see if- if I have any deductible and how much it is?

Speaker speaker\_0: Who do you work for, ma'am?

Speaker speaker\_1: Oxford Healthcare.

Speaker speaker\_0: May I have the last four digits of your Social so I could pull up your file?

Speaker speaker\_1: 9892.

Speaker speaker\_0: 9-8-9-2. Your first and last name?

Speaker speaker\_1: Barnett, Glenda Barnett.

Speaker speaker\_0: Miss Barnett, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_1: Yes. Date of birth, um, 5/27... I mean, I'm sorry, 5/23/64. Um, address is 5111 East 30th Place, Tulsa, 74114.

Speaker speaker\_0: Thank you for the information. You have a telephone number on file, 918-365-8459.

Speaker speaker\_1: No.

Speaker speaker\_0: And...

Speaker speaker\_1: It's 918-361-8459.

Speaker speaker\_0: And your email is your first name, last name, 005@gmail.com?

Speaker speaker\_1: Correct.

Speaker speaker\_0: So the plan that you have, they do not have deductible, they do... The way that plan works is that they have a set amount and, um, this is for your medical. They have a set amount. If they're gonna pay anything above that amount, it will be you... It will be your responsibility.

Speaker speaker\_1: Um, on medications, is that... 'Cause I want the same medications.

Speaker speaker\_0: Um, yes, they do. Um, let me see what they got. Sorry, this is gonna be so slow. Okay. So for pharmacy, they, um, you know, pay \$20, \$30, \$20, \$10, \$20 or \$30. It all depends on the medication and it has to be generic. If you like, I could provide you with the number of the pharmacy or that take cares our medication and will, they will be able to tell you how much, um, they will cover for the medication.

Speaker speaker\_1: Okay, one second. Okay, I'm ready.

Speaker speaker\_0: That will be 800-933-3734. And the name of your plan is Insured Plus Basic, just in case they ask, but they will look for you, uh, by your first and last name and your Social.

Speaker speaker\_1: So it's Insured Plus Basic?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Okay. And so there's no deductible, like, for...

Speaker speaker\_0: No.

Speaker speaker\_1: Uh, okay. Um, what about the hospital? If I am in, uh, admitted to the hospital...

Speaker speaker\_0: Um, if any... Okay, so daily confinement, they cover \$50 today.

Speaker speaker\_1: Oh, wow. Okay, I think I have that in the... it's, I think that's in the Oxford Healthcare, um, coverage, uh, booklet that I have. It may... I'm pretty sure it is. So I'll just read that again and see.

Speaker speaker\_0: Yeah. Yeah.

Speaker speaker\_1: Okay.

Speaker speaker\_0: They have very basic... All right. Anything else I can do for you?

Speaker speaker\_1: I mean, I... This is the only plan that they have, the Oxford.

Speaker speaker\_0: Uh, then you, then you enroll in dental and vision insurance coverages.

Speaker speaker\_1: Mm-hmm. Okay. Well, thank you so much and you have a good day.

Speaker speaker\_0: You too, ma'am. Have a great rest of the day. Okay, bye.