

Transcript: Pamela

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Full Transcript

Thank you for calling Burnett-Patenna Card. This is Pamela speaking. How may I help you? Oh, yes. This is Jacqueline Young. I was calling to get my medical card number. Who do you work for, ma'am? Uh, I work for SIRS Staffing. All right. May I have the last four digits of your social? Uh, 1676. 1676? 1676. All right. May I have your first name, you said? Jacqueline, Jacqueline Young. Ms. Young, for security reasons, just to make sure we are in the correct file- Mm-hmm. ... I need to verify your complete address and date of birth. Okay. 208 Meadowlane Drive, Aberdeen, Mississippi 39730. All right. Thank you for the information. Give me one second. So... We have a telephone number on file, 937-275-2928. No, um, 662-813-3258. Okay, I'm gonna go ahead and change that information. So... And your email? Uh, yjacqueline10@gmail.com. Okay. Thank you. All right. Ms. Jacqueline. Let's see. So I'm gonna go ahead and check you for your ID card. Send it to your email if you would like to. Yes, 'cause I'm at- I'm at the doctor's office now, and I'm trying- Okay. ... to get my blood pressure and stuff, everything, my checkup and stuff. All right. So bear with me while I, um, get all the information ready and send you the e- um, the ID card. Okay. All right? Just bear with me. Okay. Ms. Young? Uh-huh. Thank you for holding. Okay. I went ahead and sent you, um, your ID card. Check your spam and junk mail. It might go there. Also, I sent you an email, separate email, with the instruction on how to enroll or create a file so you can use your prescription plan. Okay. It- it comes with your, um, medical plan. Is there anything else I can do for you, ma'am? So I can use my card today, right? For, uh, your health benefits? Yes. Okay. Do we- do we have a, uh, what is that, co-payment? Well, um, the plan that you have is a preventive care plan. Okay. You have to go to a participating provider in order for the procedures to be covered 100%, and you are responsible for the doctor's visits. Okay. As long as I got that. Uh, let me see, you said you sent it through a email? Yes. Check your spam and junk mail. It might go there. Coming from info@benefitsinacard. Okay. Okay. All right? Thank you. Anything else- All right. ... you know, have a Nothing. Thank you. Oh, that's it. All right. Thank you for giving us a call. Have a great rest of the day. Okay. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Burnett-Patenna Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Oh, yes. This is Jacqueline Young. I was calling to get my medical card number.

Speaker speaker_0: Who do you work for, ma'am?

Speaker speaker_1: Uh, I work for SIRS Staffing.

Speaker speaker_0: All right. May I have the last four digits of your social?

Speaker speaker_1: Uh, 1676.

Speaker speaker_0: 1676?

Speaker speaker_1: 1676.

Speaker speaker_0: All right. May I have your first name, you said?

Speaker speaker_1: Jacqueline, Jacqueline Young.

Speaker speaker_0: Ms. Young, for security reasons, just to make sure we are in the correct file-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... I need to verify your complete address and date of birth.

Speaker speaker_1: Okay. 208 Meadowlane Drive, Aberdeen, Mississippi 39730.

Speaker speaker_0: All right. Thank you for the information. Give me one second. So... We have a telephone number on file, 937-275-2928.

Speaker speaker_1: No, um, 662-813-3258.

Speaker speaker_0: Okay, I'm gonna go ahead and change that information. So... And your email?

Speaker speaker_1: Uh, yjacqueline10@gmail.com.

Speaker speaker_0: Okay. Thank you. All right. Ms. Jacqueline. Let's see. So I'm gonna go ahead and check you for your ID card. Send it to your email if you would like to.

Speaker speaker_1: Yes, 'cause I'm at- I'm at the doctor's office now, and I'm trying-

Speaker speaker_0: Okay.

Speaker speaker_1: ... to get my blood pressure and stuff, everything, my checkup and stuff.

Speaker speaker_0: All right. So bear with me while I, um, get all the information ready and send you the e- um, the ID card.

Speaker speaker_1: Okay.

Speaker speaker_0: All right? Just bear with me.

Speaker speaker_1: Okay.

Speaker speaker_0: Ms. Young?

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Thank you for holding.

Speaker speaker_1: Okay.

Speaker speaker_0: I went ahead and sent you, um, your ID card. Check your spam and junk mail. It might go there. Also, I sent you an email, separate email, with the instruction on how to enroll or create a file so you can use your prescription plan.

Speaker speaker_1: Okay.

Speaker speaker_0: It- it comes with your, um, medical plan. Is there anything else I can do for you, ma'am?

Speaker speaker_1: So I can use my card today, right?

Speaker speaker_0: For, uh, your health benefits? Yes.

Speaker speaker_1: Okay. Do we- do we have a, uh, what is that, co-payment?

Speaker speaker_0: Well, um, the plan that you have is a preventive care plan.

Speaker speaker_1: Okay.

Speaker speaker_0: You have to go to a participating provider in order for the procedures to be covered 100%, and you are responsible for the doctor's visits.

Speaker speaker_1: Okay. As long as I got that. Uh, let me see, you said you sent it through a email?

Speaker speaker_0: Yes. Check your spam and junk mail. It might go there. Coming from info@benefitsinacard.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: All right?

Speaker speaker_1: Thank you.

Speaker speaker_0: Anything else-

Speaker speaker_1: All right.

Speaker speaker_0: ... you know, have a

Speaker speaker_2: Nothing. Thank you.

Speaker speaker_1: Oh, that's it.

Speaker speaker_0: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: Okay. Bye-bye.

Speaker speaker_0: Bye.