

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you? Hi, this is Tina Chenault, and I was just trying to, um, see if the doctors I have are underneath my, uh, medical. And what's the name of the staffing agency? Versella. You said Versella? Yes. And, uh, the last four digits of your social? 9553. Wow. And your first and last name is? Tina, and the last name is C-H-E-N-A-U-L-T. So you said the staffing agency is Versella? Yes. And 9593 is the last four digits? No. It's 9553. Oh, I'm so sorry, ma'am. That's all right. All right. Ms. Chenault, 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? It's 830 Cloudywind Drive, Apartment 400, Indianapolis, Indiana 46227, and my birthday is 11-5-62. Thank you for the information. We have a telephone number on file, 317-797-9587. Yes. And can you repeat what is it that you need help with from- Um, I'm just trying to find out if my doctors that I currently have are in this MVP medical that I chose. Oh, for the MVP? Okay. Yeah. So I could provide you, I mean, yes, with the website. Okay. Or I could transfer you to a phone number, um, or I could give you the phone number as well. Okay. And I'll just- I can take the phone number, that's fine. Okay. Um, okay, so it will be 800- Uh-huh. ... 457- ... 4-5-7- ... 1-4-0-3. ... 0-3. And that was 457? Yes. All right. All right, I will give them a call. All right, thank you. Thank you. Anything else I may do for you? I think that's it. Okay. All right. Have a great rest of the day, ma'am. Thank you. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi, this is Tina Chenault, and I was just trying to, um, see if the doctors I have are underneath my, uh, medical.

Speaker speaker_0: And what's the name of the staffing agency?

Speaker speaker_1: Versella.

Speaker speaker_0: You said Versella?

Speaker speaker_1: Yes.

Speaker speaker_0: And, uh, the last four digits of your social?

Speaker speaker_1: 9553.

Speaker speaker_0: Wow. And your first and last name is?

Speaker speaker_1: Tina, and the last name is C-H-E-N-A-U-L-T.

Speaker speaker_0: So you said the staffing agency is Versella?

Speaker speaker_1: Yes.

Speaker speaker_0: And 9593 is the last four digits?

Speaker speaker_1: No. It's 9553.

Speaker speaker_0: Oh, I'm so sorry, ma'am.

Speaker speaker_1: That's all right.

Speaker speaker_0: All right. Ms. Chenault, 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: It's 830 Cloudywind Drive, Apartment 400, Indianapolis, Indiana 46227, and my birthday is 11-5-62.

Speaker speaker_0: Thank you for the information. We have a telephone number on file, 317-797-9587.

Speaker speaker_1: Yes.

Speaker speaker_0: And can you repeat what is it that you need help with from-

Speaker speaker_1: Um, I'm just trying to find out if my doctors that I currently have are in this MVP medical that I chose.

Speaker speaker_0: Oh, for the MVP? Okay.

Speaker speaker_1: Yeah.

Speaker speaker_0: So I could provide you, I mean, yes, with the website.

Speaker speaker_1: Okay.

Speaker speaker_0: Or I could transfer you to a phone number, um, or I could give you the phone number as well.

Speaker speaker_1: Okay.

Speaker speaker_0: And I'll just-

Speaker speaker_1: I can take the phone number, that's fine.

Speaker speaker_0: Okay. Um, okay, so it will be 800-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... 457-

Speaker speaker_2: ... 4-5-7-

Speaker speaker_1: ... 1-4-0-3.

Speaker speaker_0: ... 0-3.

Speaker speaker_1: And that was 457?

Speaker speaker_0: Yes.

Speaker speaker_1: All right. All right, I will give them a call.

Speaker speaker_0: All right, thank you.

Speaker speaker_1: Thank you.

Speaker speaker_0: Anything else I may do for you?

Speaker speaker_1: I think that's it.

Speaker speaker_0: Okay. All right. Have a great rest of the day, ma'am.

Speaker speaker_1: Thank you. You too.