

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-24. This is Pamela speaking. How may I help you? Hi, my name is Ana and I'm calling from South Regional Health Care. You wanted to speak to, I couldn't hear your name. Pamela. All right. Could you please spell that out for me? P-A-M-E-L-A. Thank you. How may I help you? Um, I'm just looking for claims status and wanted to discuss claim denial. Okay. Tell me, do you have the policy number so I can transfer you to the correct department? Sure. It is DS and O, the 4700-5411. Okay. Just bear with me.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits 10-24. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi, my name is Ana and I'm calling from South Regional Health Care. You wanted to speak to, I couldn't hear your name.

Speaker speaker_1: Pamela.

Speaker speaker_2: All right. Could you please spell that out for me?

Speaker speaker_1: P-A-M-E-L-A.

Speaker speaker_2: Thank you.

Speaker speaker_1: How may I help you?

Speaker speaker_2: Um, I'm just looking for claims status and wanted to discuss claim denial.

Speaker speaker_1: Okay. Tell me, do you have the policy number so I can transfer you to the correct department?

Speaker speaker_2: Sure. It is DS and O, the 4700-5411.

Speaker speaker_1: Okay. Just bear with me.