

## Transcript: Pamela

**Blanc-5498695818723328-5479857244913664**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and cards. This is Pamela speaking at the... How may I help you? Yes, ma'am. I was calling to verify, uh, eligibility for a member. And what's the name of the... The first and last name? Nina Adams. Do you have the last four digits on, of their Social? Uh, yes, ma'am. It's 0895. Hmm. And the date of birth, to make sure we're in the correct file? 1/24... 01/24/1969. Thank you. Okay. Um... And may I have your name, please? My name is Tawana, T-a-w-a-n-a. The facility I work is Atrium Madison. Thank you for the information. Um, is this for medical? It is. Yes, ma'am. Yeah, if the member is active- For an ultrasound outpatient procedure. Okay. Okay. He is active. If you need a breakdown of the benefits, I will, uh, provide you with the telephone number of the actual carrier or transfer you there. Hmm, no, it's not necessary. Did you have an effective date, or do I need- Ah- ... an effective date? Ooh. Uh- I have- ... Of course. ... February 17th, 2020. Yes. It's been since 2020. Oh, okay. Can I get a reference number for the call, please? Sure. As soon as I'm... Do my notes, I could provide you with the... Yes, ma'am. Okay. Um, I'm gonna be, be giving you letters and numbers. Yes, ma'am. And it's a lot of them. So, we will... I'm- Okay. Okay. A as in apple, T as in Tom, D as in Charlie, dash, W as in whiskey, W, Z as in zebra, F as in frank, T as in Tom, number 3, J as in joy, Y as in Yankee, X as in x-ray, and number 6. Okay. Thank you- Thank you. ... so much. Thank you. Have a- Have a great day, ma'am. ... great day. You, too. Thank you. Thank you. Thank you. Bye-bye.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits and cards. This is Pamela speaking at the... How may I help you?

Speaker speaker\_2: Yes, ma'am. I was calling to verify, uh, eligibility for a member.

Speaker speaker\_1: And what's the name of the... The first and last name?

Speaker speaker\_2: Nina Adams.

Speaker speaker\_1: Do you have the last four digits on, of their Social?

Speaker speaker\_2: Uh, yes, ma'am. It's 0895.

Speaker speaker\_1: Hmm. And the date of birth, to make sure we're in the correct file?

Speaker speaker\_2: 1/24... 01/24/1969.

Speaker speaker\_1: Thank you. Okay. Um... And may I have your name, please?

Speaker speaker\_2: My name is Tawana, T-a-w-a-n-a. The facility I work is Atrium Madison.

Speaker speaker\_1: Thank you for the information. Um, is this for medical?

Speaker speaker\_2: It is. Yes, ma'am.

Speaker speaker\_1: Yeah, if the member is active-

Speaker speaker\_2: For an ultrasound outpatient procedure.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Okay.

Speaker speaker\_1: He is active. If you need a breakdown of the benefits, I will, uh, provide you with the telephone number of the actual carrier or transfer you there.

Speaker speaker\_2: Hmm, no, it's not necessary. Did you have an effective date, or do I need-

Speaker speaker\_1: Ah-

Speaker speaker\_2: ... an effective date?

Speaker speaker\_1: Ooh. Uh-

Speaker speaker\_2: I have-

Speaker speaker\_1: ... Of course.

Speaker speaker\_2: ... February 17th, 2020.

Speaker speaker\_1: Yes. It's been since 2020.

Speaker speaker\_2: Oh, okay. Can I get a reference number for the call, please?

Speaker speaker\_1: Sure. As soon as I'm... Do my notes, I could provide you with the...

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. Um, I'm gonna be, be giving you letters and numbers.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And it's a lot of them. So, we will... I'm-

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. A as in apple, T as in Tom, D as in Charlie, dash, W as in whiskey, W, Z as in zebra, F as in frank, T as in Tom, number 3, J as in joy, Y as in Yankee, X as in x-ray, and number 6.

Speaker speaker\_2: Okay. Thank you-

Speaker speaker\_1: Thank you.

Speaker speaker\_2: ... so much.

Speaker speaker\_1: Thank you. Have a-

Speaker speaker\_2: Have a great day, ma'am.

Speaker speaker\_1: ... great day. You, too.

Speaker speaker\_2: Thank you. Thank you.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Bye-bye.