

Transcript: Pamela

Blanc-5676894542151680-5009187786244096

Full Transcript

Thank you for calling back. How may I help you? Uh, hey, how you doing today? Good, and you, sir? Mm-hmm. I'm doing fine. Thanks. Um- Can I help- ... I, I have health insurance. Yes, ma'am. I have health insurance with 90 Degree Benefits. Um, and I was, uh, I was dealing... I'm dealing with, uh, chronic dehydration and I feel I might need to go to the hospital to the ER. And I was wondering, does, uh, COBRA and 90 Degree Benefits, will they cover that whole bill or... I... Do you know that or I'm not sure? Who do you say that you have insurance through? Uh, COBRA/90 Degree Benefits. Okay. So, um, I will have to transfer for you to COBRA, um, 'cause we- Okay. ... do not work, uh, their side. Next time you'll be able to call this number- Yeah. ... and we will direct you. The direction we send you, um, option will be option one, all right? Okay, I gotcha. Thank you so much. No problem. Just bear with me. All right.

Conversation Format

Speaker speaker_0: Thank you for calling back. How may I help you?

Speaker speaker_1: Uh, hey, how you doing today?

Speaker speaker_0: Good, and you, sir? Mm-hmm.

Speaker speaker_1: I'm doing fine. Thanks. Um-

Speaker speaker_0: Can I help-

Speaker speaker_1: ... I, I have health insurance. Yes, ma'am. I have health insurance with 90 Degree Benefits. Um, and I was, uh, I was dealing... I'm dealing with, uh, chronic dehydration and I feel I might need to go to the hospital to the ER. And I was wondering, does, uh, COBRA and 90 Degree Benefits, will they cover that whole bill or... I... Do you know that or I'm not sure?

Speaker speaker_0: Who do you say that you have insurance through?

Speaker speaker_1: Uh, COBRA/90 Degree Benefits.

Speaker speaker_0: Okay. So, um, I will have to transfer for you to COBRA, um, 'cause we-

Speaker speaker_1: Okay.

Speaker speaker_0: ... do not work, uh, their side. Next time you'll be able to call this number-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... and we will direct you. The direction we send you, um, option will be option one, all right?

Speaker speaker_1: Okay, I gotcha. Thank you so much.

Speaker speaker_0: No problem. Just bear with me.

Speaker speaker_1: All right.