

## Transcript: Pamela

**Blanc-5774637408763904-5510886185025536**

### Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Yeah, I'm trying to, uh, for somebody to explain why my, uh, insurance did not cover these, my I-latest, uh, doctor visit? Okay, who do you work for, sir? Who do I work for? Yes, in order for me to find your file. Uh, MAU. Okay. It's MAU. And the last four digits of your social? Uh, 8517. Okay. Your first and last name? Lawrence Green. Mr. Green, for security reasons and just to make sure we are in the correct file, I need to verify the complete address and date of birth. Uh, 52160, uh, 160 Sunset Lane, Pickens, South Carolina. Or- We have a P.O. Box address. ... P.O. box- Mm-hmm. P.O. Box 83, Pickens, South Carolina. All right. We have a telephone number on file. And the wh- 727-741-1484. And- That's correct. Okay. And when was the date of service, sir? The date of service was, uh, 1/8/25. So that was on January 28th. So basically, I had skin biopsy done on, on, uh, that date. So that will be on January 20, uh, 8th of 2025? January 8th of 2025, correct. Okay. So, you, you are not enrolled with us. Um, it seems like you rolled over back, back on... You rolled over to COBRA back last year. Did you continue the benefits with them? Mm-hmm. Yes, I did. COBRA. Okay. Okay, so let me, um, transfer you to the correct department. Um, mm, next time, I'm gonna give you a number so you can call them directly. Mm-hmm. Mm-hmm. Go ahead. One minute. It's 800-8-Mm-hmm. ... 33-429. Mm-hmm. And the option will be option one. Okay. All right. Let me- Same one. ... transfer you there. Thank you. Sure.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Yeah, I'm trying to, uh, for somebody to explain why my, uh, insurance did not cover these, my I-latest, uh, doctor visit?

Speaker speaker\_0: Okay, who do you work for, sir?

Speaker speaker\_1: Who do I work for?

Speaker speaker\_0: Yes, in order for me to find your file.

Speaker speaker\_1: Uh, MAU.

Speaker speaker\_0: Okay.

Speaker speaker\_1: It's MAU.

Speaker speaker\_0: And the last four digits of your social?

Speaker speaker\_1: Uh, 8517.

Speaker speaker\_0: Okay. Your first and last name?

Speaker speaker\_1: Lawrence Green.

Speaker speaker\_0: Mr. Green, for security reasons and just to make sure we are in the correct file, I need to verify the complete address and date of birth.

Speaker speaker\_1: Uh, 52160, uh, 160 Sunset Lane, Pickens, South Carolina. Or-

Speaker speaker\_0: We have a P.O. Box address.

Speaker speaker\_1: ... P.O. box-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: P.O. Box 83, Pickens, South Carolina.

Speaker speaker\_0: All right. We have a telephone number on file.

Speaker speaker\_1: And the wh-

Speaker speaker\_0: 727-741-1484. And-

Speaker speaker\_1: That's correct.

Speaker speaker\_0: Okay. And when was the date of service, sir?

Speaker speaker\_1: The date of service was, uh, 1/8/25.

Speaker speaker\_0: So that was on January 28th.

Speaker speaker\_1: So basically, I had skin biopsy done on, on, uh, that date.

Speaker speaker\_0: So that will be on January 20, uh, 8th of 2025?

Speaker speaker\_1: January 8th of 2025, correct.

Speaker speaker\_0: Okay. So, you, you are not enrolled with us. Um, it seems like you rolled over back, back on... You rolled over to COBRA back last year. Did you continue the benefits with them?

Speaker speaker\_1: Mm-hmm. Yes, I did. COBRA.

Speaker speaker\_0: Okay. Okay, so let me, um, transfer you to the correct department. Um, mm, next time, I'm gonna give you a number so you can call them directly.

Speaker speaker\_1: Mm-hmm. Mm-hmm. Go ahead.

Speaker speaker\_0: One minute. It's 800-8-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_0: ... 33-429.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_0: And the option will be option one.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. Let me-

Speaker speaker\_1: Same one.

Speaker speaker\_0: ... transfer you there.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Sure.