

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits One Card. This is Pamela speaking. How may I help you?
Pamela, this is Tracy with Intermountain Healthcare, calling to get status on a medical claim.
So, I could, um, refer you to the corrections department who do not process the claim. May I have the policy number? Um, this is 02467446. Thank you. Bear with me.

Conversation Format

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

Speaker speaker_1: Pamela, this is Tracy with Intermountain Healthcare, calling to get status on a medical claim.

Speaker speaker_0: So, I could, um, refer you to the corrections department who do not process the claim. May I have the policy number?

Speaker speaker_1: Um, this is 02467446.

Speaker speaker_0: Thank you. Bear with me.