

## **Transcript: Pamela**

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### **Full Transcript**

Thank you for calling Benefits Unified. This is Pamela speaking. How may I help you? Hey, Miss Pamela. I was calling to find out, uh, what kind of OBG, uh, YN coverage I have on my benefits card, please? Well, I will have to pull up your file to see what plan you have. May I have the last four digits of your social and the staffing agency you work for? Um... Oh, 0705 and staffing agency is MAU, uh, Workforce Solutions. Can you repeat the last four for me? 0705. Your first and last name? Rasheeda Castro. Okay, Miss Castro, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? So 112282, 1099 Sugar Creek Way, Riverdale, Georgia 30296. Thank you for your information. We have a telephone number on file, 1... Um, I'm sorry. 862-424-1989, and your email is your first name, last name@rocketmail.com. That is correct, yes. Okay. So you do have the preventive care plan? Now in order to use this plan- So- ... on the ID card, it's a form- So she just called... Let me say, let me say this. So she just told me when I booked the appointment that you guys are not covering, uh, non-preventive. So, to find out what, whether or not I have fibroids, uh, is not covered under this insurance? Well, I do not have that information. I could do... Um, I'll transfer you to the actual carrier. The only thing we do here is administrate the health benefits for MAU, but they will be able to tell you a breakdown of the benefits. Okay, that'll be great. Okay. So bear with me. No worries. Thank you so much. Thank you.

### **Conversation Format**

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

Speaker speaker\_1: Hey, Miss Pamela. I was calling to find out, uh, what kind of OBG, uh, YN coverage I have on my benefits card, please?

Speaker speaker\_0: Well, I will have to pull up your file to see what plan you have. May I have the last four digits of your social and the staffing agency you work for?

Speaker speaker\_1: Um... Oh, 0705 and staffing agency is MAU, uh, Workforce Solutions.

Speaker speaker\_0: Can you repeat the last four for me?

Speaker speaker\_1: 0705.

Speaker speaker\_0: Your first and last name?

Speaker speaker\_1: Rasheeda Castro.

Speaker speaker\_0: Okay, Miss Castro, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_1: So 112282, 1099 Sugar Creek Way, Riverdale, Georgia 30296.

Speaker speaker\_0: Thank you for your information. We have a telephone number on file, 1... Um, I'm sorry. 862-424-1989, and your email is your first name, last name@rocketmail.com.

Speaker speaker\_1: That is correct, yes.

Speaker speaker\_0: Okay. So you do have the preventive care plan? Now in order to use this plan-

Speaker speaker\_1: So-

Speaker speaker\_0: ... on the ID card, it's a form-

Speaker speaker\_1: So she just called... Let me say, let me say this. So she just told me when I booked the appointment that you guys are not covering, uh, non-preventive. So, to find out what, whether or not I have fibroids, uh, is not covered under this insurance?

Speaker speaker\_0: Well, I do not have that information. I could do... Um, I'll transfer you to the actual carrier. The only thing we do here is administrate the health benefits for MAU, but they will be able to tell you a breakdown of the benefits.

Speaker speaker\_1: Okay, that'll be great.

Speaker speaker\_0: Okay. So bear with me.

Speaker speaker\_1: No worries. Thank you so much.

Speaker speaker\_0: Thank you.