

## **Transcript: Pamela**

**Blanc-6174995985907712-5212173084835840**

### **Full Transcript**

Thank you for calling Benefits and Accord. This is Pamela speaking. How may I help you? Hi. Um, m- my name is Neil and I'm calling from provider's office, and I'm looking for the patient claims, helps. For a claim? Yeah. A specific claim? No. I'm calling from the provider's office. Okay. So, um, can you provide me with the poli-, um, policy numbers so I could direct you to the correct department? We do not process the claim here. Yeah, sure. And it will, and it will be, uh, and the letter will start with a D, D as in David, 420-288-4100. All right, thank you. Are you still with me? Yeah.

### **Conversation Format**

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

Speaker speaker\_1: Hi. Um, m- my name is Neil and I'm calling from provider's office, and I'm looking for the patient claims, helps.

Speaker speaker\_0: For a claim?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: A specific claim?

Speaker speaker\_1: No. I'm calling from the provider's office.

Speaker speaker\_0: Okay. So, um, can you provide me with the poli-, um, policy numbers so I could direct you to the correct department? We do not process the claim here.

Speaker speaker\_1: Yeah, sure. And it will, and it will be, uh, and the letter will start with a D, D as in David, 420-288-4100.

Speaker speaker\_0: All right, thank you. Are you still with me?

Speaker speaker\_1: Yeah.