Transcript: Pamela Blanc-6595925763604480-4612558151139328

Full Transcript

This is Pamela. Hello? I was gonna say, I think honestly- Hello? ... this is Pamela speaking. Speaker 2: Hey, Pamela. Um, I'm calling about a mutual patient. I'm calling from Cole Health Primary Care Medicine of Mebane, um, to see if their insurance is a- is active? By any chance, do you have the last four digits of their Social? Um, I have... Let me see. Okay. If you don't come back, I'll know it worked. Um, hold on just a minute here. Okay, 6403. 6403. And the first name? Uh, Juan. J-U-A-N. Last name? Gattis. G-A-T-T-I-S. I can take you over here. Last name? Did you say G-A-T-T-S? Uh, G-A-T-T-I-S. All right. I'll see. Coming up. And can you verify the date of birth? Date of birth, I have as 2-10-82. Thank you. All right. So member is not active. He's not enrolled with us. Okay. When was it termed? Back in January last year. I'm sorry, what date was it? Last day of coverage was on January 28th, 2024. Okay. All right, thank you. No problem. Thank you. Okay, bye-bye.

Conversation Format

Speaker speaker_0: This is Pamela.

Speaker speaker_1: Hello?

Speaker speaker_0: I was gonna say, I think honestly-

Speaker speaker_1: Hello?

Speaker speaker_0: ... this is Pamela speaking. Speaker 2: Hey, Pamela. Um, I'm calling about a mutual patient. I'm calling from Cole Health Primary Care Medicine of Mebane, um, to see if their insurance is a- is active? By any chance, do you have the last four digits of their Social?

Speaker speaker_1: Um, I have... Let me see.

Speaker speaker_0: Okay. If you don't come back, I'll know it worked.

Speaker speaker_1: Um, hold on just a minute here. Okay, 6403.

Speaker speaker_0: 6403. And the first name?

Speaker speaker_1: Uh, Juan. J-U-A-N.

Speaker speaker_0: Last name?

Speaker speaker_1: Gattis. G-A-T-T-I-S.

Speaker speaker_0: I can take you over here. Last name? Did you say G-A-T-T-S?

Speaker speaker_1: Uh, G-A-T-T-I-S.

Speaker speaker_0: All right. I'll see. Coming up. And can you verify the date of birth?

Speaker speaker_1: Date of birth, I have as 2-10-82.

Speaker speaker_0: Thank you. All right. So member is not active. He's not enrolled with us.

Speaker speaker_1: Okay. When was it termed?

Speaker speaker_0: Back in January last year.

Speaker speaker_1: I'm sorry, what date was it?

Speaker speaker_0: Last day of coverage was on January 28th, 2024.

Speaker speaker_1: Okay. All right, thank you.

Speaker speaker_0: No problem. Thank you.

Speaker speaker_1: Okay, bye-bye.