

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Call, this is Pamela speaking. How may I help you? Hi, my name is Sasha calling from Peachtree Immediate Care. Um, I have a patient here, and I'm trying to confirm eligibility. Um, what... do you have the last four digits of their Social? Um, let me check real quick, and just one moment. I do not, um, let me ask- Okay. ... the patient real quick. I have, I have- Okay -the member ID. Do you have the actual card with you? Yes. Can you tell me what's the name of the company that the member works for? It should be on the top left or right. It says TRC. Okay. And the first name? David. Last name? Robinson. R-O-B-I-N-S-O-N. Can you tell me the date of birth? The date of birth is 7-26-1994. Okay. And this is medical? Yes. Okay. So, uh, they have... let me see, um, preventive care, which is only, um... they are coverage is for preventive care. Okay. Okay? All righty. Thank you. Thank you for leaving us a call today. No, that's all, thank you. Have a good rest of the day. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Call, this is Pamela speaking. How may I help you?

Speaker speaker_2: Hi, my name is Sasha calling from Peachtree Immediate Care. Um, I have a patient here, and I'm trying to confirm eligibility.

Speaker speaker_1: Um, what... do you have the last four digits of their Social?

Speaker speaker_2: Um, let me check real quick, and just one moment. I do not, um, let me ask-

Speaker speaker_1: Okay.

Speaker speaker_2: ... the patient real quick. I have, I have-

Speaker speaker_1: Okay -the member ID. Do you have the actual card with you?

Speaker speaker_2: Yes.

Speaker speaker_1: Can you tell me what's the name of the company that the member works for? It should be on the top left or right.

Speaker speaker_2: It says TRC.

Speaker speaker_1: Okay. And the first name?

Speaker speaker_2: David.

Speaker speaker_1: Last name?

Speaker speaker_2: Robinson. R-O-B-I-N-S-O-N.

Speaker speaker_1: Can you tell me the date of birth?

Speaker speaker_2: The date of birth is 7-26-1994.

Speaker speaker_1: Okay. And this is medical?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So, uh, they have... let me see, um, preventive care, which is only, um... they are coverage is for preventive care.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay?

Speaker speaker_2: All righty. Thank you.

Speaker speaker_1: Thank you for leaving us a call today.

Speaker speaker_2: No, that's all, thank you.

Speaker speaker_1: Have a good rest of the day.

Speaker speaker_2: You too.