

## **Transcript: Pamela**

**Blanc-6657864926445568-5423171618947072**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? I'm sorry, what's your name again? Pamela. Um, my name is Shoretta, calling from Dallas County Hospital. And I was calling trying to get some information and verify if you guys have a claim on file on a patient because we've never received payment. Okay. Um, we do not process the payment here. I can let you know if the member was on, it was active on the date of service and, and try to refer you to the correct department. Do you have the member's- Um- ... last four digits of their Social? Uh, it is 6276. 6276. And the last name? Lopez. And the first name? Pablo. Mm-hmm. Let's see. Then the date of birth. 10/3/69. Okay. Hm. So I have Pablo with three different accounts because we represent the company that he works for, or should I say, the agency. Mm-hmm. I want to see, when was the date of service? Date of service was February the 2nd of 2022. Okay. Let's see. 2022. Okay. Hello? I need to... I'm just checking the accounts that he has on those dates to see which one he was- Oh, okay. ... active back then. And this is medical? Yes. Mm-hmm. February 2nd, '22. So he was not covered around those dates on any of the account that I found for him. N- not covered at all? No, ma'am. For the, around that date of service? He didn't have any ser- if, if any benefits at that time. Okay, no benefits. Mm-hmm. Okay. That's what I needed to know. And the first initial of your last name? Pamela. My first name and my last name is Blank, B-L-E. I'm sorry, you said the last name, your first initial of the last name is what? B as in boy. Okay. Okay. Anything else I can do for you? Um, no, that's it. All right. Thank you for calling Benefits in a Card. This is... Have a great rest of the day. Uh-huh.

### **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 Card. This is Pamela speaking. How may I help you?

Speaker speaker\_2: I'm sorry, what's your name again?

Speaker speaker\_1: Pamela.

Speaker speaker\_2: Um, my name is Shoretta, calling from Dallas County Hospital. And I was calling trying to get some information and verify if you guys have a claim on file on a patient because we've never received payment.

Speaker speaker\_1: Okay. Um, we do not process the payment here. I can let you know if the member was on, it was active on the date of service and, and try to refer you to the correct department. Do you have the member's-

Speaker speaker\_2: Um-

Speaker speaker\_1: ... last four digits of their Social?

Speaker speaker\_2: Uh, it is 6276.

Speaker speaker\_1: 6276. And the last name?

Speaker speaker\_2: Lopez.

Speaker speaker\_1: And the first name?

Speaker speaker\_2: Pablo.

Speaker speaker\_1: Mm-hmm. Let's see. Then the date of birth.

Speaker speaker\_2: 10/3/69.

Speaker speaker\_1: Okay. Hm. So I have Pablo with three different accounts because we represent the company that he works for, or should I say, the agency.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: I want to see, when was the date of service?

Speaker speaker\_2: Date of service was February the 2nd of 2022.

Speaker speaker\_1: Okay. Let's see. 2022. Okay. Hello? I need to... I'm just checking the accounts that he has on those dates to see which one he was-

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: ... active back then. And this is medical?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Mm-hmm. February 2nd, '22. So he was not covered around those dates on any of the account that I found for him.

Speaker speaker\_2: N- not covered at all?

Speaker speaker\_1: No, ma'am.

Speaker speaker\_2: For the, around that date of service?

Speaker speaker\_1: He didn't have any ser- if, if any benefits at that time.

Speaker speaker\_2: Okay, no benefits.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Okay. That's what I needed to know. And the first initial of your last name?

Speaker speaker\_1: Pamela. My first name and my last name is Blank, B-L-E.

Speaker speaker\_2: I'm sorry, you said the last name, your first initial of the last name is what?

Speaker speaker\_1: B as in boy.

Speaker speaker\_2: Okay. Okay.

Speaker speaker\_1: Anything else I can do for you?

Speaker speaker\_2: Um, no, that's it.

Speaker speaker\_1: All right. Thank you for calling Benefits in a Card. This is... Have a great rest of the day.

Speaker speaker\_2: Uh-huh.