

Transcript: VICTORIA

Taylor-6425118443749376-5134714561806336

Full Transcript

Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Hi, Victoria. This is Daisy calling from ... office to check with the What's the name of the provider office you're with? Texas Tech University Health and Science Center. I'm sorry, did you say Texas... Texas University Health and Science Center. Okay. Do you mind spelling that for me? I just have to document it. C-E-X-A-S T-E-C-H University, U-N-I-V-E-R-S-I-T-I Center, C-E-N-T-E-R. Okay. So that first word, it's C-E-X-A-S- No. No, no. It's C as in tango, E as in echo, X as in x-ray, A as in alpha, S as in sita. Texas- S as in... Tech. S as in stare. Oh, is, are, is it Texas Tech University Center? Yes. Okay. Do you have the last four digits of the patient's social? Yes, it's 45585. I'm sorry, can you repeat that one more time? 5-5-8-5. 5-5-8-5? Yes. And their first and last name? Javier Gonzales, date of birth is 10/12/1983. Okay, I didn't catch their first and last name. Can you spell that for me please? J as in jack, K as in alpha, V as in victor, I as in India, E as in echo, R as in romeo. Last name, three- Okay. Give me just one second. Is that J-A-V-I-A-R? E-R. E as in echo, A, R as in romeo. So J-A-V-I-E-A-R? No. J-A-V-I-E-R. So J-A-V-I-E-R? Yes. Okay. And if you'll spell their last name for me. G-O-N-Z-A-L-E-Z. Okay. So G-O-N-Z-A-L-E-Z? Is that correct? Z as in go, O as in oscar, N as in Nancy, Z as in zulu, A as in alpha, L as in lima, E as in echo, V as in zulu. Okay. Yeah, I'm not seeing that they're coming up in my system at all. They're not coming? No, ma'am. They're not showing in my system at all. The member ID number also not pulling up? I don't have a way to search by the member ID number. Your name? My name is Victoria. Well, thank you. You're welcome. Have a good day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card, this is Victoria. How can I help you?

Speaker speaker_1: Hi, Victoria. This is Daisy calling from ... office to check with the

Speaker speaker_0: What's the name of the provider office you're with?

Speaker speaker_1: Texas Tech University Health and Science Center.

Speaker speaker_0: I'm sorry, did you say Texas...

Speaker speaker_1: Texas University Health and Science Center.

Speaker speaker_0: Okay. Do you mind spelling that for me? I just have to document it.

Speaker speaker_1: C-E-X-A-S T-E-C-H University, U-N-I-V-E-R-S-I-T-I Center, C-E-N-T-E-R.

Speaker speaker_0: Okay. So that first word, it's C-E-X-A-S-

Speaker speaker_1: No. No, no. It's C as in tango, E as in echo, X as in x-ray, A as in alpha, S as in sita. Texas-

Speaker speaker_0: S as in...

Speaker speaker_1: Tech. S as in stare.

Speaker speaker_0: Oh, is, are, is it Texas Tech University Center?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Do you have the last four digits of the patient's social?

Speaker speaker_1: Yes, it's 45585.

Speaker speaker_0: I'm sorry, can you repeat that one more time?

Speaker speaker_1: 5-5-8-5.

Speaker speaker_0: 5-5-8-5?

Speaker speaker_1: Yes.

Speaker speaker_0: And their first and last name?

Speaker speaker_1: Javier Gonzales, date of birth is 10/12/1983.

Speaker speaker_0: Okay, I didn't catch their first and last name. Can you spell that for me please?

Speaker speaker_1: J as in jack, K as in alpha, V as in victor, I as in India, E as in echo, R as in romeo. Last name, three-

Speaker speaker_0: Okay. Give me just one second. Is that J-A-V-I-A-R?

Speaker speaker_1: E-R. E as in echo, A, R as in romeo.

Speaker speaker_0: So J-A-V-I-E-A-R?

Speaker speaker_1: No. J-A-V-I-E-R.

Speaker speaker_0: So J-A-V-I-E-R?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And if you'll spell their last name for me.

Speaker speaker_1: G-O-N-Z-A-L-E-Z.

Speaker speaker_0: Okay. So G-O-N-Z-A-L-E-Z? Is that correct?

Speaker speaker_1: Z as in go, O as in oscar, N as in Nancy, Z as in zulu, A as in alpha, L as in lima, E as in echo, V as in zulu.

Speaker speaker_0: Okay. Yeah, I'm not seeing that they're coming up in my system at all.

Speaker speaker_1: They're not coming?

Speaker speaker_0: No, ma'am. They're not showing in my system at all.

Speaker speaker_1: The member ID number also not pulling up?

Speaker speaker_0: I don't have a way to search by the member ID number.

Speaker speaker_1: Your name?

Speaker speaker_0: My name is Victoria.

Speaker speaker_1: Well, thank you.

Speaker speaker_0: You're welcome. Have a good day.