

## **Transcript: VICTORIA**

**Taylor-6745452630425600-6049994949967872**

### **Full Transcript**

Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Yes, I was calling to check on, uh, a patient's, um, insurance to see what kind of insurance he has. Um, he's here at the clinic and I'm just trying to figure out what the, the company of the insurance that he have and the benefits and everything. Okay. What's the name of the clinic you work with? McGee F- McGee Family Health Clinic. Is that M-C and then G-E-E? It's M-C-G-E-H-E-E Family Health Clinic. Okay, so M-C-G-E-H-E-E? Yes, ma'am. Gotcha. Do you have the last four of, uh, the patient's social? His last four is 1007. First and last name? His first name is, uh, Delane Cook. Okay. Would you be able to verify his address and date of birth? His address is, oh, 109 Rose Cove, Grenada, Mississippi 38901. Date of birth? His date of birth is January 22nd, 1987. Okay. I don't see that he's enrolled into anything with us. Okay. Um... Okay, that's what I was just... Uh, that's what I was trying to see. Gotcha. Yeah, I don't see that he's enrolled into anything unfortunately. Okay. All right. You have a wonderful day. Thank you. Y- you too. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card, this is Victoria. How can I help you?

Speaker speaker\_1: Yes, I was calling to check on, uh, a patient's, um, insurance to see what kind of insurance he has. Um, he's here at the clinic and I'm just trying to figure out what the, the company of the insurance that he have and the benefits and everything.

Speaker speaker\_0: Okay. What's the name of the clinic you work with?

Speaker speaker\_1: McGee F- McGee Family Health Clinic.

Speaker speaker\_0: Is that M-C and then G-E-E?

Speaker speaker\_1: It's M-C-G-E-H-E-E Family Health Clinic.

Speaker speaker\_0: Okay, so M-C-G-E-H-E-E?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Gotcha. Do you have the last four of, uh, the patient's social?

Speaker speaker\_1: His last four is 1007.

Speaker speaker\_0: First and last name?

Speaker speaker\_1: His first name is, uh, Delane Cook.

Speaker speaker\_0: Okay. Would you be able to verify his address and date of birth?

Speaker speaker\_1: His address is, oh, 109 Rose Cove, Grenada, Mississippi 38901.

Speaker speaker\_0: Date of birth?

Speaker speaker\_1: His date of birth is January 22nd, 1987.

Speaker speaker\_0: Okay. I don't see that he's enrolled into anything with us.

Speaker speaker\_1: Okay. Um... Okay, that's what I was just... Uh, that's what I was trying to see.

Speaker speaker\_0: Gotcha. Yeah, I don't see that he's enrolled into anything unfortunately.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. You have a wonderful day.

Speaker speaker\_1: Thank you. Y- you too.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Bye-bye.