# Humana Contact Center Training Transcripts

This document contains three sample call transcripts for training purposes. Each transcript includes emotional cues, compliance statements, and escalation scenarios.

## Call 1: Enrollment – Variation with Emotional Cues & Compliance

Member (nervous): Hi, I’m not sure if I’m eligible for a Humana plan. I just turned 65 and it’s all a bit overwhelming.

Agent (calm, reassuring): I completely understand—it can feel like a lot. I’m here to walk you through it step by step. First, may I verify your identity for privacy purposes?

Member: Sure.

Agent: Thank you. This call may be monitored or recorded for quality and compliance. Can I confirm your full name and date of birth?

Member: It’s Susan Blake, born August 30, 1960.

Agent: Thank you, Ms. Blake. You’re eligible for Medicare, which means you can enroll in a Humana Medicare Advantage plan. Would you prefer a plan with lower out-of-pocket costs or broader coverage?

Member: Lower costs, I think.

Agent: Got it. Based on your ZIP code, I recommend the Humana Choice PPO. It has a $0 premium and includes dental and vision. Would you like to hear more?

Member: Yes, please.

Agent: Great. If you’d like, I can connect you with a licensed enrollment specialist to complete the process.

Member: That would be helpful.

Agent: I’ll transfer you now. Please stay on the line.

* Key Compliance Notes:
* - Call may be monitored or recorded for quality and compliance.
* - Identity verification required before discussing personal information.
* Escalation Actions:
* - Transfer to licensed enrollment specialist for plan enrollment.

## Call 2: Claims Status – Variation with Frustration & Escalation

Member (frustrated): I’ve called twice already about a claim from July. I still haven’t received reimbursement.

Agent (empathetic): I’m really sorry you’ve had to call multiple times. Let’s get this resolved today. First, for compliance, may I verify your member ID and date of birth?

Member: H456789123, DOB is May 5, 1955.

Agent: Thank you. I see the claim from July 14th was processed, but there was a delay due to a coding issue from the provider’s side. I understand how frustrating this is.

Member: So what now?

Agent: I’m escalating this to our claims resolution team. You’ll receive a callback within 2 business days. I’ll also send a confirmation email with the case number.

Member: Okay. I just want this sorted.

Agent: Absolutely. I’ve documented everything, and I’ll personally follow up to ensure it’s resolved. Is there anything else I can do for you today?

Member: No, thank you.

Agent: You’re welcome, and again, I apologize for the inconvenience.

* Key Compliance Notes:
* - Identity verification before accessing claim details.
* - Call recorded for compliance.
* Escalation Actions:
* - Escalated to claims resolution team.
* - Callback scheduled within 2 business days.
* - Confirmation email with case number sent.

## Call 3: Benefits & Eligibility – Variation with Relief & Compliance

Member (concerned): I need physical therapy after surgery. I’m worried it won’t be covered.

Agent (supportive): I’m sorry to hear about your surgery. Let’s check your benefits right away. For privacy, may I verify your member ID?

Member: H321654987.

Agent: Thank you. This call is recorded for compliance. You’re on the Humana Gold Plus HMO plan, which does cover physical therapy—up to 30 visits per year with a $25 copay.

Member (relieved): Oh, that’s a relief.

Agent: I’m glad I could ease your mind. You’ll need a referral from your primary care physician. Would you like help scheduling that?

Member: Yes, please.

Agent: I’ll connect you with our care coordination team. They’ll assist with referrals and scheduling.

Member: Thank you so much.

Agent: You’re very welcome. Wishing you a smooth recovery!

* Key Compliance Notes:
* - Call recorded for compliance.
* - Identity verification before discussing benefits.
* Escalation Actions:
* - Referral required from PCP.
* - Transfer to care coordination team for scheduling.
* **Languages Typically Supported by Humana Contact Centers**

1. **English** (Primary language)
2. **Spanish** (Español)
3. **Chinese** (Mandarin and Cantonese)
4. **Vietnamese**
5. **Korean**
6. **Tagalog** (Filipino)
7. **Russian**
8. **Arabic**
9. **French**
10. **Portuguese**
11. **Polish**
12. **Hindi** (in some regions, especially with Medicare Advantage support)