

Transcript: Pearl

Rojas-4510072545525760-5524194720530432

Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Hi, my name is Rio calling from Providence office to check on a client status. You said your name is Rio? Yes. All righty. And what's the name of the member? It's McClung, J- Jeffrey. I'm sorry, what was that? The first name is Jeffrey and the last name is McClung. Spell the last name for me. M as in Mike, C as in Charlie, C as in Charlie, O as in Oscar, L as in Lima, L as in Lima, U as in umbrella, M as in Mike. Can we get a birth? The date of birth of patient is June 13th of 1984. Okay, taking a look here, the member doesn't have coverage at all. Whether the patient was termed or... Excuse me, what is, uh... I'm sorry, what's the service date? Yeah. The service date is for July 29th of 2024. I'm not showing the member had coverage at any point. May I know the patient effective date and termination date? They don't have coverage. They haven't had coverage at all. Just a moment. Okay, fine. Can you provide your good name and call reference number? Call reference number is P, Miss Pearl R032125. Can you repeat again? Pearl R032125. And your good name? Say number... I'm sorry, what did you say? Uh, can you spell your name? P-E-A-R-L. Okay, fine. Thank you. Thanks for assistance. Have a great day. You as well.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Hi, my name is Rio calling from Providence office to check on a client status.

Speaker speaker_0: You said your name is Rio?

Speaker speaker_1: Yes.

Speaker speaker_0: All righty. And what's the name of the member?

Speaker speaker_1: It's McClung, J- Jeffrey.

Speaker speaker_0: I'm sorry, what was that?

Speaker speaker_1: The first name is Jeffrey and the last name is McClung.

Speaker speaker_0: Spell the last name for me.

Speaker speaker_1: M as in Mike, C as in Charlie, C as in Charlie, O as in Oscar, L as in Lima, L as in Lima, U as in umbrella, M as in Mike.

Speaker speaker_0: Can we get a birth?

Speaker speaker_1: The date of birth of patient is June 13th of 1984.

Speaker speaker_0: Okay, taking a look here, the member doesn't have coverage at all.

Speaker speaker_1: Whether the patient was termed or...

Speaker speaker_0: Excuse me, what is, uh... I'm sorry, what's the service date? Yeah.

Speaker speaker_1: The service date is for July 29th of 2024.

Speaker speaker_0: I'm not showing the member had coverage at any point.

Speaker speaker_1: May I know the patient effective date and termination date?

Speaker speaker_0: They don't have coverage. They haven't had coverage at all.

Speaker speaker_1: Just a moment. Okay, fine. Can you provide your good name and call reference number?

Speaker speaker_0: Call reference number is P, Miss Pearl R032125.

Speaker speaker_1: Can you repeat again?

Speaker speaker_0: Pearl R032125.

Speaker speaker_1: And your good name?

Speaker speaker_0: Say number... I'm sorry, what did you say?

Speaker speaker_1: Uh, can you spell your name?

Speaker speaker_0: P-E-A-R-L.

Speaker speaker_1: Okay, fine. Thank you. Thanks for assistance. Have a great day.

Speaker speaker_0: You as well.