

## Transcript: Pearl

**Rojas-4640553908748288-5294414629617664**

### Full Transcript

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl, who do I have the pleasure of speaking with? Oh, good morning, Pearl. My name is Jean, J-E-A-N, with the initial M as in Mary, calling from the facility, the hospital. How are you this morning? I'm great, and yourself? Oh, is it Friday yet? If it's Friday, I'm, I'll be happy. I'm sorry. Yes. How can I assist you today? I have a member here. I have a member right here. Okay. I'm calling to verify benefits and ask to see if authorization is required for observation. He's on observation in our facility. Okay, what's the member's name? Uh, name, uh, last... Last name is Mossa, M-O-S-S-A. And the first name, let me spell that one for you, it is A like Romeo, A apple, S Sam, H hotel, E echo, D David, U unicorn, L lima. Rashidun, and date of birth is February 1st, '82. All righty, let me take a look here. Yeah. Okay, the member does have active coverage and preventive... Um, active medical and preventive health. Let me get you over to the insurance carrier just to make sure that's an act- uh, covered service, okay? Oh, perfect. And also, do you have the number in case we get disconnected? Of course, let me know when you're ready. Yes, sure. Go ahead. 800- Uh-huh. ...2-256- 256. ...8606. 8606. Perfect, great. Thank you so much, Pearl. No problem, your charge is free now. Thank you.

### Conversation Format

Speaker speaker\_0: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl, who do I have the pleasure of speaking with?

Speaker speaker\_1: Oh, good morning, Pearl. My name is Jean, J-E-A-N, with the initial M as in Mary, calling from the facility, the hospital. How are you this morning?

Speaker speaker\_0: I'm great, and yourself?

Speaker speaker\_1: Oh, is it Friday yet? If it's Friday, I'm, I'll be happy. I'm sorry. Yes.

Speaker speaker\_0: How can I assist you today?

Speaker speaker\_1: I have a member here. I have a member right here.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I'm calling to verify benefits and ask to see if authorization is required for observation. He's on observation in our facility.

Speaker speaker\_0: Okay, what's the member's name?

Speaker speaker\_1: Uh, name, uh, last... Last name is Mossa, M-O-S-S-A. And the first name, let me spell that one for you, it is A like Romeo, A apple, S Sam, H hotel, E echo, D David, U unicorn, L lima. Rashidun, and date of birth is February 1st, '82.

Speaker speaker\_0: All righty, let me take a look here.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay, the member does have active coverage and preventive... Um, active medical and preventive health. Let me get you over to the insurance carrier just to make sure that's an act- uh, covered service, okay?

Speaker speaker\_1: Oh, perfect. And also, do you have the number in case we get disconnected?

Speaker speaker\_0: Of course, let me know when you're ready.

Speaker speaker\_1: Yes, sure. Go ahead.

Speaker speaker\_0: 800-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: ...2-256-

Speaker speaker\_1: 256.

Speaker speaker\_0: ...8606.

Speaker speaker\_1: 8606. Perfect, great. Thank you so much, Pearl.

Speaker speaker\_0: No problem, your charge is free now.

Speaker speaker\_1: Thank you.