

## **Transcript: Pearl**

**Rojas-4658204873539584-5320510036983808**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, good af-- morning. 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 Jimmy and I'm calling from provider's office looking for claim status. Okay, and what's the name of the member? The patient's name is, uh, Glenda Barnett. Glenda Barnett. And date of birth is May 23rd of 1964. And could you please spell out your name? P-E-A-R-L. And initial of your last name, Pearl? R. Thanks. What is the date of service? That's, uh, September 13 of 2024. Charge amount is \$344 even. Okay, I'm showing the number with active medical coverage. Let me get you over to the insurance company so they can assist you further, okay? Okay. Bear with me one moment.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, good af-- morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker\_2: Hi, my name is Jimmy and I'm calling from provider's office looking for claim status.

Speaker speaker\_1: Okay, and what's the name of the member?

Speaker speaker\_2: The patient's name is, uh, Glenda Barnett.

Speaker speaker\_1: Glenda Barnett.

Speaker speaker\_2: And date of birth is May 23rd of 1964. And could you please spell out your name?

Speaker speaker\_1: P-E-A-R-L.

Speaker speaker\_2: And initial of your last name, Pearl?

Speaker speaker\_1: R.

Speaker speaker\_2: Thanks.

Speaker speaker\_1: What is the date of service?

Speaker speaker\_2: That's, uh, September 13 of 2024. Charge amount is \$344 even.

Speaker speaker\_1: Okay, I'm showing the number with active medical coverage. Let me get you over to the insurance company so they can assist you further, okay?

Speaker speaker\_2: Okay.

Speaker speaker\_1: Bear with me one moment.