

Transcript: Pearl

Rojas-4824623060008960-5135377030103040

Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. So now, who's the pleasure of speaking with? Uh, my name is Stacy. And how can I assist you? Um, I got an Explanation of Benefits on a patient and it just says, "We are awaiting information to confirm eligibility." Is that from the patient or what are... Let me look for you. What's- What's the name of the member? Um, Maribel Espinoza. All right. Um, spell Maribel for me. M-A-R-I-B-E-L. Date of birth? Uh, her date of birth, 04/28/81. All right. And what's the date of service? Uh, on here it is 03/26/25. 03/26/25. Okay. And what kind of services? Do you want? The service, was it, uh, medical or dental reason? Um, it was dental. Okay. On 3/26 she did have active coverage. Let me get you over to the insurance carrier so they can give you more information. Okay? Okay.

Conversation Format

Speaker speaker_0: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. So now, who's the pleasure of speaking with?

Speaker speaker_1: Uh, my name is Stacy.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I got an Explanation of Benefits on a patient and it just says, "We are awaiting information to confirm eligibility." Is that from the patient or what are...

Speaker speaker_0: Let me look for you.

Speaker speaker_1: What's-

Speaker speaker_0: What's the name of the member?

Speaker speaker_1: Um, Maribel Espinoza.

Speaker speaker_0: All right. Um, spell Maribel for me.

Speaker speaker_1: M-A-R-I-B-E-L.

Speaker speaker_0: Date of birth?

Speaker speaker_1: Uh, her date of birth, 04/28/81.

Speaker speaker_0: All right. And what's the date of service?

Speaker speaker_1: Uh, on here it is 03/26/25.

Speaker speaker_0: 03/26/25. Okay. And what kind of services?

Speaker speaker_1: Do you want?

Speaker speaker_0: The service, was it, uh, medical or dental reason?

Speaker speaker_1: Um, it was dental.

Speaker speaker_0: Okay. On 3/26 she did have active coverage. Let me get you over to the insurance carrier so they can give you more information. Okay?

Speaker speaker_1: Okay.