

## Transcript: Pearl

**Rojas-5168102208487424-5362491543306240**

### Full Transcript

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who the hell would I like speaking with? Hi, Pearl. This is Kerwin from the doctor's office and I'm not sure if I'm talking... I- I mean if I'm calling the right number. I need to get the eligibility and benefits for a member. Okay, what's that member's name? Uh, member's name is Hannah Malet- Malet- Maleti? Melate? I'm sorry- Spell it for me. M for Mary, A, L for lima, M, L for lima, E for echo, T for tango, T for tango, E for echo. And then Hannah's just H-A-N-N-A-H? No, H-A-N-N-A. Okay. Do you have a date of birth for Ms. Hannah? July 22, 1993. All righty. And what kind of appointment is this? Um, it's for office check visit, professional office visit. Okay, they do have... They are enrolled in medical and they are currently active. Um... Let's see here. One moment. All righty. And I'm showing \$50 on a physician's office visit for the coverage she has. 50. And, uh- 50. May I know what is the effective date of this plan? Uh, I have an effective date of 1-6-25. Last question, um, could you help me look up some CPT codes if it's like where there's authorization for this plan? All righty. Let me go ahead and get you over to the insurance area. Okay? Yeah. And what's your name? Pearl. Pearl. And last initial is? R. Can I have a reference number f- uh, for this? Of course. So it'll be Pearl R030425. Yeah. Um, that's going to be all. Thank you. No problem. Thank you so much for calling. You have a great day. Mm-hmm.

### Conversation Format

Speaker speaker\_0: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who the hell would I like speaking with?

Speaker speaker\_1: Hi, Pearl. This is Kerwin from the doctor's office and I'm not sure if I'm talking... I- I mean if I'm calling the right number. I need to get the eligibility and benefits for a member.

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

Speaker speaker\_1: Uh, member's name is Hannah Malet- Malet- Maleti? Melate? I'm sorry-

Speaker speaker\_0: Spell it for me.

Speaker speaker\_1: M for Mary, A, L for lima, M, L for lima, E for echo, T for tango, T for tango, E for echo.

Speaker speaker\_0: And then Hannah's just H-A-N-N-A-H?

Speaker speaker\_1: No, H-A-N-N-A.

Speaker speaker\_0: Okay. Do you have a date of birth for Ms. Hannah?

Speaker speaker\_1: July 22, 1993.

Speaker speaker\_0: All righty. And what kind of appointment is this?

Speaker speaker\_1: Um, it's for office check visit, professional office visit.

Speaker speaker\_0: Okay, they do have... They are enrolled in medical and they are currently active. Um... Let's see here. One moment. All righty. And I'm showing \$50 on a physician's office visit for the coverage she has.

Speaker speaker\_1: 50. And, uh-

Speaker speaker\_0: 50.

Speaker speaker\_1: May I know what is the effective date of this plan?

Speaker speaker\_0: Uh, I have an effective date of 1-6-25.

Speaker speaker\_1: Last question, um, could you help me look up some CPT codes if it's like where there's authorization for this plan?

Speaker speaker\_0: All righty. Let me go ahead and get you over to the insurance area. Okay?

Speaker speaker\_1: Yeah. And what's your name?

Speaker speaker\_0: Pearl.

Speaker speaker\_1: Pearl. And last initial is?

Speaker speaker\_0: R.

Speaker speaker\_1: Can I have a reference number f- uh, for this?

Speaker speaker\_0: Of course. So it'll be Pearl R030425.

Speaker speaker\_1: Yeah. Um, that's going to be all. Thank you.

Speaker speaker\_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker\_1: Mm-hmm.