Transcript: Pearl Rojas-5323084791595008-4709039524855808

Full Transcript

Hi, good morning. Thank you for calling Benefits in the Card. My name is Pearl, and who have I the pleasure of speaking with? Hey, my name's Linda. Um, I'm trying to call, find out if this is where I call for prior authorization for surgery? Um, it's n- not here. Uh, which your administrator's for. Um, stuff you need to see, but I can definitely get you to where you need to go. Okay. What is the name of the member? I'm sorry? What is the name of the, of the member, of the person? Um, Joshua Stokes. S-T-O-K-E-S. Date of birth? That is 9/29/2004. Are there any... Um, okay, so he has VIP standard. Pardon me? Okay. Mm-hmm, no, I was just taking a look here. Uh... Okay. He does have medical coverage. Um, I'm not sure if they'll be able to do something like that, because they're on, their coverage is on a week-to-week basis. Um, but let me get you over to them and see what they can do, okay? Sure. Which number is it? Um, it is 800- Okay. ... 256-8606. 8606. 800-256-8606. Okay. Yeah. I'll, I'll transfer it. Thank you so much for transferring me. No problem. Have a good day. You, too.

Conversation Format

Speaker speaker_0: Hi, good morning. Thank you for calling Benefits in the Card. My name is Pearl, and who have I the pleasure of speaking with?

Speaker speaker_1: Hey, my name's Linda. Um, I'm trying to call, find out if this is where I call for prior authorization for surgery?

Speaker speaker_0: Um, it's n- not here. Uh, which your administrator's for. Um, stuff you need to see, but I can definitely get you to where you need to go.

Speaker speaker_1: Okay.

Speaker speaker_0: What is the name of the member?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: What is the name of the, of the member, of the person?

Speaker speaker_1: Um, Joshua Stokes. S-T-O-K-E-S.

Speaker speaker_0: Date of birth?

Speaker speaker_1: That is 9/29/2004.

Speaker speaker_0: Are there any... Um, okay, so he has VIP standard.

Speaker speaker_1: Pardon me? Okay.

Speaker speaker_0: Mm-hmm, no, I was just taking a look here. Uh...

Speaker speaker_1: Okay.

Speaker speaker_0: He does have medical coverage. Um, I'm not sure if they'll be able to do something like that, because they're on, their coverage is on a week-to-week basis. Um, but let me get you over to them and see what they can do, okay?

Speaker speaker_1: Sure. Which number is it?

Speaker speaker_0: Um, it is 800-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 256-8606.

Speaker speaker_1: 8606. 800-256-8606. Okay.

Speaker speaker_0: Yeah.

Speaker speaker_1: I'll, I'll transfer it. Thank you so much for transferring me.

Speaker speaker_0: No problem. Have a good day.

Speaker speaker_1: You, too.