

Transcript: Pearl

Rojas-5721160577105920-5537448988164096

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who does and pleasure speaking with? Hi, Pearl. My name is Claudia. How may I assist you? I just want to know, um, benefits for a patient for urgent care. And what's the member's name? Member's name is Antonio Carrillo, C-A-R-R-I-L-L-O. Hm. Sorry, that last name for me one more time. C-A-R-R-I-L-L-O. Date of birth? Date of birth is March 8th, 1991. Do you know if this is a, a dependent or if it's a policyholder? It's a policyholder. I'm not showing an account with that name and date of birth. Oh, actually, give me one second. Okay, here we are. And what's the date of service? Date of service is today, 5-14-2025. I'm not showing a number with active coverage. Okay. No active coverage for this? Yes, ma'am, no coverage at all actually. Okay. All right. Thank you so much. I really appreciate that. No problem. Repeat your name for me. I'm sorry. Claudia. Claudia, okay. Thank you so much, Claudia. Have a great day. Have a good day. Bye-bye.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who does and pleasure speaking with?

Speaker speaker_1: Hi, Pearl. My name is Claudia.

Speaker speaker_0: How may I assist you?

Speaker speaker_1: I just want to know, um, benefits for a patient for urgent care.

Speaker speaker_0: And what's the member's name?

Speaker speaker_1: Member's name is Antonio Carrillo, C-A-R-R-I-L-L-O.

Speaker speaker_0: Hm. Sorry, that last name for me one more time.

Speaker speaker_1: C-A-R-R-I-L-L-O.

Speaker speaker_0: Date of birth?

Speaker speaker_1: Date of birth is March 8th, 1991.

Speaker speaker_0: Do you know if this is a, a dependent or if it's a policyholder?

Speaker speaker_1: It's a policyholder.

Speaker speaker_0: I'm not showing an account with that name and date of birth. Oh, actually, give me one second. Okay, here we are. And what's the date of service?

Speaker speaker_1: Date of service is today, 5-14-2025.

Speaker speaker_0: I'm not showing a number with active coverage.

Speaker speaker_1: Okay. No active coverage for this?

Speaker speaker_0: Yes, ma'am, no coverage at all actually.

Speaker speaker_1: Okay. All right. Thank you so much. I really appreciate that.

Speaker speaker_0: No problem. Repeat your name for me. I'm sorry.

Speaker speaker_1: Claudia.

Speaker speaker_0: Claudia, okay. Thank you so much, Claudia. Have a great day.

Speaker speaker_1: Have a good day.

Speaker speaker_0: Bye-bye.