

## Transcript: Pearl

**Rojas-5841659579121664-5375452186984448**

### Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who may I helpfully speaking with? Hi, my name is Kevin Shaw. And how can I assist you? Okay. Hi. So, I got let go from my recent, um, employer. Uh, I got hurt on the job and then they let me go. So now I, I have bills. They denied my claim, so I would like to see how much my insurance covered on that bill. And- Okay. Yes. Do you know what, what plan you have? Uh, can you repeat that? Do you know what plan you have? What is your insurance card? Um, my... What plan I have? I have the limited, uh, benefit med plan, VIP. Okay. Okay. Let me go ahead and get you over to the insurance carrier, okay? Okay, thanks. No problem, bear with me one moment. Okay, thanks.

### Conversation Format

Speaker speaker\_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who may I helpfully speaking with?

Speaker speaker\_1: Hi, my name is Kevin Shaw.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: Okay. Hi. So, I got let go from my recent, um, employer. Uh, I got hurt on the job and then they let me go. So now I, I have bills. They denied my claim, so I would like to see how much my insurance covered on that bill. And-

Speaker speaker\_0: Okay.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Do you know what, what plan you have?

Speaker speaker\_1: Uh, can you repeat that?

Speaker speaker\_0: Do you know what plan you have? What is your insurance card?

Speaker speaker\_1: Um, my... What plan I have? I have the limited, uh, benefit med plan, VIP.

Speaker speaker\_0: Okay. Okay. Let me go ahead and get you over to the insurance carrier, okay?

Speaker speaker\_1: Okay, thanks.

Speaker speaker\_0: No problem, bear with me one moment.

Speaker speaker\_1: Okay, thanks.