

Transcript: Pearl

Rojas-5997102817263616-6674446364098560

Full Transcript

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl f█████. Who did I have the pleasure of speaking with? Hi, this is Samara Annett from MetLife. And how can I assist you? Um, yes, so I'm just calling to verify an active plan for a patient. Okay. And yeah, I'm sorry, you said your name was? Samara Annett. Okay. And what is the member's name? Um, I have a Ch- Chase Baker. Date of birth? Yes, it's 8-4-97. All righty. I have Mr. Baker with- Mm-hmm. ... no active coverage this week. What is the date of service? Um, today. Yep, his coverage is not active. Not active? Okay. Yeah, I haven't, um, checked in or anything yet, but just calling to see if it, well, is. All right, thank you. I will let him know. No problem, thank you so much for calling. You have a great day. Bye, you too. Bye.

Conversation Format

Speaker speaker_0: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl f█████. Who did I have the pleasure of speaking with?

Speaker speaker_1: Hi, this is Samara Annett from MetLife.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, yes, so I'm just calling to verify an active plan for a patient.

Speaker speaker_0: Okay. And yeah, I'm sorry, you said your name was?

Speaker speaker_1: Samara Annett.

Speaker speaker_0: Okay. And what is the member's name?

Speaker speaker_1: Um, I have a Ch- Chase Baker.

Speaker speaker_0: Date of birth?

Speaker speaker_1: Yes, it's 8-4-97.

Speaker speaker_0: All righty. I have Mr. Baker with-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... no active coverage this week. What is the date of service?

Speaker speaker_1: Um, today.

Speaker speaker_0: Yep, his coverage is not active.

Speaker speaker_1: Not active? Okay. Yeah, I haven't, um, checked in or anything yet, but just calling to see if it, well, is. All right, thank you. I will let him know.

Speaker speaker_0: No problem, thank you so much for calling. You have a great day.

Speaker speaker_1: Bye, you too. Bye.