

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. What other person am I speaking with? Kemo Richardson. And how can I assist you? Yes, I was trying to get, um, assistance for the dental. I was trying to find what, uh, what, uh, d- s- places in my area accept my policy. Okay. Do you have your individual card? Yes, I have my individual card. Okay. So if you, with your dental card, on the back, there's a number that says Find a Provider and you'll be able to call that number and they'll give you a list of providers in your area. 'Cause I only have this one paper that I got from, uh, APL. It just has the, uh, the management analysis utilization and, uh, medical benefits verification on the back. These are the only two that I have received. So you never did receive your dental card? No, ma'am. All right, so you work for MAU? Yes. And what are the last four digits of your Social? 3764. Repeat your name for me. Kemo Richardson. And your address and date of birth? 2103 Jessica Way, 54903. And what is the city and state? Conyers, Georgia, 30012. All right, and I have your phone number as 470-495-1266. Yes, you can put another number over there, too. What is that number? 678-592-0635. All right, I have your email address as your first name, your last name junior@gmail.com? That's correct. All right, so you are active. I can go ahead and send you a copy of your, your dental card to your email. And then on that- Okay. ... on that email it'll have, have a number that says Find a Provider as well, and you just give that number a call. Okay, thank you very much. I definitely appreciate it. It's gonna come from info@benefitsinacard.com. You should have it go to your inbox. If you don't see it in your inbox, check your spam or junk folder. All right. All righty. Thank you so much for calling. You have a great day. You too.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. What other person am I speaking with?

Speaker speaker_1: Kemo Richardson.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Yes, I was trying to get, um, assistance for the dental. I was trying to find what, uh, what, uh, d- s- places in my area accept my policy.

Speaker speaker_0: Okay. Do you have your individual card?

Speaker speaker_1: Yes, I have my individual card.

Speaker speaker_0: Okay. So if you, with your dental card, on the back, there's a number that says Find a Provider and you'll be able to call that number and they'll give you a list of providers in your area.

Speaker speaker_1: 'Cause I only have this one paper that I got from, uh, APL. It just has the, uh, the management analysis utilization and, uh, medical benefits verification on the back. These are the only two that I have received.

Speaker speaker_0: So you never did receive your dental card?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: All right, so you work for MAU?

Speaker speaker_1: Yes.

Speaker speaker_0: And what are the last four digits of your Social?

Speaker speaker_1: 3764.

Speaker speaker_0: Repeat your name for me.

Speaker speaker_1: Kemo Richardson.

Speaker speaker_0: And your address and date of birth?

Speaker speaker_1: 2103 Jessica Way, 54903.

Speaker speaker_0: And what is the city and state?

Speaker speaker_1: Conyers, Georgia, 30012.

Speaker speaker_0: All right, and I have your phone number as 470-495-1266.

Speaker speaker_1: Yes, you can put another number over there, too.

Speaker speaker_0: What is that number?

Speaker speaker_1: 678-592-0635.

Speaker speaker_0: All right, I have your email address as your first name, your last name junior@gmail.com?

Speaker speaker_1: That's correct.

Speaker speaker_0: All right, so you are active. I can go ahead and send you a copy of your, your dental card to your email. And then on that-

Speaker speaker_1: Okay.

Speaker speaker_0: ... on that email it'll have, have a number that says Find a Provider as well, and you just give that number a call.

Speaker speaker_1: Okay, thank you very much. I definitely appreciate it.

Speaker speaker_0: It's gonna come from info@benefitsinacard.com. You should have it go to your inbox. If you don't see it in your inbox, check your spam or junk folder.

Speaker speaker_1: All right.

Speaker speaker_0: All righty. Thank you so much for calling. You have a great day.

Speaker speaker_1: You too.