

## Transcript: Pearl

**Rojas-6179832117280768-4984718309146624**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? My name is Kamika. And how can I assist you? I am a provider calling to verify benefits, please. Righty, and what is the name of the office you're calling from? Prisma Health. Okay, and what's the name on the number? Um... Oh, gosh, lost the screen. Kimberley Winkler. Kimberly, K-I-M-B-E-R-L-Y? Yes. And then, is it Winkler, W-I-N-C-K-L-E-R? W-I-N-K-L-E-R. Not available in video format I'm not showing a name with... I mean, an account with that name. Do you know if that's the policy holder or if that's a dependent? Oh, let me look at the card again. I think it's... Yeah, she's the spouse. Mm-hmm. Okay. Do you know the- what the policy holder's name is? It's Brandon Winkler. Brendan? Brandon. Brandon. Okay. And what was the date of service? Oh, okay, be- oh it's January 6th, 2025. Okay, so this coverage is a weekly... on a week-to basis. So, I can't confirm that they'll have coverage that week, due to it not being there yet. Okay. Oh, okay. All right then. It's fine, I'll just take, um, a reference number, please. Okay. It's PEARL R, um, 12-9- I'm sorry, were you s-... I couldn't understand. My phone was breaking up. PEARL R, 12-9-24. Okay. Okay. All right. Well, thank you so very much. Oh, yeah, have a great day. You too, bye-bye.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker\_2: My name is Kamika.

Speaker speaker\_1: And how can I assist you?

Speaker speaker\_2: I am a provider calling to verify benefits, please.

Speaker speaker\_1: Righty, and what is the name of the office you're calling from?

Speaker speaker\_2: Prisma Health.

Speaker speaker\_1: Okay, and what's the name on the number?

Speaker speaker\_2: Um... Oh, gosh, lost the screen. Kimberley Winkler.

Speaker speaker\_1: Kimberly, K-I-M-B-E-R-L-Y?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And then, is it Winkler, W-I-N-C-K-L-E-R?

Speaker speaker\_2: W-I-N-K-L-E-R. Not available in video format

Speaker speaker\_1: I'm not showing a name with... I mean, an account with that name. Do you know if that's the policy holder or if that's a dependent?

Speaker speaker\_2: Oh, let me look at the card again. I think it's... Yeah, she's the spouse. Mm-hmm.

Speaker speaker\_1: Okay. Do you know the- what the policy holder's name is?

Speaker speaker\_2: It's Brandon Winkler.

Speaker speaker\_1: Brendan?

Speaker speaker\_2: Brandon.

Speaker speaker\_1: Brandon. Okay. And what was the date of service?

Speaker speaker\_2: Oh, okay, be- oh it's January 6th, 2025.

Speaker speaker\_1: Okay, so this coverage is a weekly... on a week-to basis. So, I can't confirm that they'll have coverage that week, due to it not being there yet.

Speaker speaker\_2: Okay. Oh, okay. All right then. It's fine, I'll just take, um, a reference number, please.

Speaker speaker\_1: Okay. It's PEARL R, um, 12-9-

Speaker speaker\_2: I'm sorry, were you s-... I couldn't understand. My phone was breaking up.

Speaker speaker\_1: PEARL R, 12-9-24.

Speaker speaker\_2: Okay. Okay. All right. Well, thank you so very much.

Speaker speaker\_1: Oh, yeah, have a great day.

Speaker speaker\_2: You too, bye-bye.