

## Transcript: Pearl

**Rojas-6218469541986304-6003253495513088**

### Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Hi, I'm Divya calling from the provider resources regarding eligible gain benefits verification. Before proceed, this call is being recorded and monitored for the required training purposes. Is okay with you? That's fine. You said your name is Olivia? Uh, sorry. No, it's uh, Divya; D as in delta, I as in India, V as in victor, Y as in Yankee, A as in alpha. And my initial is B; B as in bravo. Okay. And what is the name of the member? Uh, the name, the, the first name of this member is C-O-R-E-Y, and the last name is Smith; S-M-I-T-H. Okay. And date of birth? Uh, date of birth is on April 24th of, uh, sorry, it's April 29th of 1984. Okay. All righty. And what is the date of service? Uh, the date of service, uh, is on January 28th of 2025. Okay, so for this date of service I have the member with active preventative health coverage only. Okay. Uh, sorry, what is the health coverage you just said? Preventative health. Okay. Uh, could you please verify the benefits for this plan? Okay. Bear with me one moment and I'll go ahead and get you over to an insurance carrier, okay? Yeah, okay. That's going to be option one. Sorry? When I transfer you over, you're gonna choose option one. Okay. Thank you so much for calling. You have a great day.

### Conversation Format

Speaker speaker\_0: 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\_1: Hi, I'm Divya calling from the provider resources regarding eligible gain benefits verification. Before proceed, this call is being recorded and monitored for the required training purposes. Is okay with you?

Speaker speaker\_0: That's fine. You said your name is Olivia?

Speaker speaker\_1: Uh, sorry. No, it's uh, Divya; D as in delta, I as in India, V as in victor, Y as in Yankee, A as in alpha. And my initial is B; B as in bravo.

Speaker speaker\_0: Okay. And what is the name of the member?

Speaker speaker\_1: Uh, the name, the, the first name of this member is C-O-R-E-Y, and the last name is Smith; S-M-I-T-H.

Speaker speaker\_0: Okay. And date of birth?

Speaker speaker\_1: Uh, date of birth is on April 24th of, uh, sorry, it's April 29th of 1984.

Speaker speaker\_0: Okay. All righty. And what is the date of service?

Speaker speaker\_1: Uh, the date of service, uh, is on January 28th of 2025.

Speaker speaker\_0: Okay, so for this date of service I have the member with active preventative health coverage only.

Speaker speaker\_1: Okay. Uh, sorry, what is the health coverage you just said?

Speaker speaker\_0: Preventative health.

Speaker speaker\_1: Okay. Uh, could you please verify the benefits for this plan?

Speaker speaker\_0: Okay. Bear with me one moment and I'll go ahead and get you over to an insurance carrier, okay?

Speaker speaker\_1: Yeah, okay.

Speaker speaker\_0: That's going to be option one.

Speaker speaker\_1: Sorry?

Speaker speaker\_0: When I transfer you over, you're gonna choose option one.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Thank you so much for calling. You have a great day.