

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who does the pleasure of speaking with? Hello? Hello. Yes, this is Sammy, I'm calling from the provider office. How can I assist you? Yes, miss, I have to check the benefits for the mental health. And what's the name of the member? It's Garrett Smith. G as in George, A as in Apple, R as in Robert, R as in Robert, E as in Edward, T as in Tango, T as in Tango and the last name- Just give me one moment. ... is Smith, S-M-I-D- Yes, sir. I spoke with you a moment ago about Mr. Garrett. Were you not able to get in contact- Yes. ... with 90 Degrees? No, miss. Okay, 'cause that's who you would have to speak with to, to confirm that part of- Okay. ... his coverage. That Mr. Smith only has preventative health. So in order to see if he has- Okay, so ... any further coverage, you would have to speak with 90 Degree Benefits. Okay, so can you please transfer once again? Of course, bear with me one moment. Thank you so much, miss.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who does the pleasure of speaking with? Hello?

Speaker speaker_1: Hello. Yes, this is Sammy, I'm calling from the provider office.

Speaker speaker_0: How can I assist you?

Speaker speaker_1: Yes, miss, I have to check the benefits for the mental health.

Speaker speaker_0: And what's the name of the member?

Speaker speaker_1: It's Garrett Smith. G as in George, A as in Apple, R as in Robert, R as in Robert, E as in Edward, T as in Tango, T as in Tango and the last name-

Speaker speaker_0: Just give me one moment.

Speaker speaker_1: ... is Smith, S-M-I-D-

Speaker speaker_0: Yes, sir. I spoke with you a moment ago about Mr. Garrett. Were you not able to get in contact-

Speaker speaker_1: Yes.

Speaker speaker_0: ... with 90 Degrees?

Speaker speaker_1: No, miss.

Speaker speaker_0: Okay, 'cause that's who you would have to speak with to, to confirm that part of-

Speaker speaker_1: Okay.

Speaker speaker_0: ... his coverage. That Mr. Smith only has preventative health. So in order to see if he has-

Speaker speaker_1: Okay, so-

Speaker speaker_0: ... any further coverage, you would have to speak with 90 Degree Benefits.

Speaker speaker_1: Okay, so can you please transfer once again?

Speaker speaker_0: Of course, bear with me one moment.

Speaker speaker_1: Thank you so much, miss.