

## **Transcript: Pearl**

**Rojas-6308292305797120-5316591437135872**

### **Full Transcript**

Hi. Good morning. Thank you for calling Benefits and a Card. My name is Pearl Luton ... . Hi. This is David Romero. Uh, I was calling to h- ask a question about my coverages. Uh, I have scheduled a... Oh, do you need to know my name, or...? Um. Anything? Yes. What is your, the name of the company you work for, and, and they'll ask you for your social. Partners Personnel, and 9121. David Romero. Thank you. Hold on. All right, I need you to confirm your address and date of birth. 1368 East 7th Avenue, Aurora, 80014, 7/15/63. All righty. And I have your phone number at 720-431-3026. Correct. And I have your email address as davidgromero726@gmail.com? Yes. All righty, go ahead. Okay. I have scheduled a colonoscopy for May 27th. Mm-hmm. I think. Yeah, the 27th, and I just was... I know they accept my insurance but I wanted to make sure what my coverage is for that- Oh. ... uh, procedure is. Okay. So let me go ahead and get you to the, over to the insurance carrier for that specific procedure because it doesn't give us that information on our list of coverages. Um, so bear with me just one moment- Okay. ... okay? Thank you. No problem. Thank you so much for calling. You have a great day. You too.

### **Conversation Format**

Speaker speaker\_0: Hi. Good morning. Thank you for calling Benefits and a Card. My name is Pearl Luton ... .

Speaker speaker\_1: Hi. This is David Romero. Uh, I was calling to h- ask a question about my coverages. Uh, I have scheduled a... Oh, do you need to know my name, or...?

Speaker speaker\_0: Um.

Speaker speaker\_1: Anything?

Speaker speaker\_0: Yes. What is your, the name of the company you work for, and, and they'll ask you for your social.

Speaker speaker\_1: Partners Personnel, and 9121. David Romero.

Speaker speaker\_0: Thank you. Hold on. All right, I need you to confirm your address and date of birth.

Speaker speaker\_1: 1368 East 7th Avenue, Aurora, 80014, 7/15/63.

Speaker speaker\_0: All righty. And I have your phone number at 720-431-3026.

Speaker speaker\_1: Correct.

Speaker speaker\_0: And I have your email address as davidgromero726@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All righty, go ahead.

Speaker speaker\_1: Okay. I have scheduled a colonoscopy for May 27th.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: I think. Yeah, the 27th, and I just was... I know they accept my insurance but I wanted to make sure what my coverage is for that-

Speaker speaker\_0: Oh.

Speaker speaker\_1: ... uh, procedure is.

Speaker speaker\_0: Okay. So let me go ahead and get you to the, over to the insurance carrier for that specific procedure because it doesn't give us that information on our list of coverages. Um, so bear with me just one moment-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... okay?

Speaker speaker\_1: Thank you.

Speaker speaker\_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker\_1: You too.