

Transcript: Pearl

Rojas-6342256499671040-6267066201718784

Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl Hutto. Who's this speaking with? My name is Nicole. And how can I assist you? I'm calling from Standup MRI, and I'm calling to verify if we're in network with this insurance. Okay. Um, did the number give you a card? Um, no, she didn't give me a card but she gave me her member ID number. Okay. Did she give you the name of the insurance carrier? Yeah. That's right. Um... Hold on. The PO box. What's her name? Her name is Elizabeth Glander. Her date of birth? 4/24/92. Okay. She is with APL. Okay, bear with me one moment. Let me get you over to the insurance carrier so they can assist you with that, okay? Sure. Thank you.

Conversation Format

Speaker speaker_0: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl Hutto. Who's this speaking with?

Speaker speaker_1: My name is Nicole.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: I'm calling from Standup MRI, and I'm calling to verify if we're in network with this insurance.

Speaker speaker_0: Okay. Um, did the number give you a card?

Speaker speaker_1: Um, no, she didn't give me a card but she gave me her member ID number.

Speaker speaker_0: Okay. Did she give you the name of the insurance carrier?

Speaker speaker_1: Yeah. That's right. Um... Hold on. The PO box.

Speaker speaker_0: What's her name?

Speaker speaker_1: Her name is Elizabeth Glander.

Speaker speaker_0: Her date of birth?

Speaker speaker_1: 4/24/92.

Speaker speaker_0: Okay. She is with APL. Okay, bear with me one moment. Let me get you over to the insurance carrier so they can assist you with that, okay?

Speaker speaker_1: Sure. Thank you.