

Transcript: Pearl

Rojas-6369102033764352-6438439985790976

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who can I help with who I'm speaking with? Hi, Rose. This is Lee calling from the provider's office to check on the claim status. All righty. Give me one second. You said your name is Lee? Yes. All righty, and what's the name of the member? Member name is Troy Samuel. Troy Samuel? Yes. All right. And can I have that date of birth? Sure. It's Jan- January 3rd of 1981. All right. And what's the date of service? Date of service will be on December 8th of 2024. December 8th of '24. Okay. And you are the member with active medical, dental and vision. Let me go ahead and get you over to an insurance carrier, so they can confirm that claim status, all right? Okay. Bear with me one moment. Let me make sure I don't... Bye. Could you please, could you please, uh, help me with your name once again? Hello? Yes. I'm sorry. Did you say give you a second? Yeah, I just asked you a name. Oh, Pearl. Could you please spell it? P-E-A-R-L. Thank you so much. And I'm ready to continue with the call to them. All right. Thank you so much for calling. You have a good day.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who can I help with who I'm speaking with?

Speaker speaker_1: Hi, Rose. This is Lee calling from the provider's office to check on the claim status.

Speaker speaker_0: All righty. Give me one second. You said your name is Lee?

Speaker speaker_1: Yes.

Speaker speaker_0: All righty, and what's the name of the member?

Speaker speaker_1: Member name is Troy Samuel.

Speaker speaker_0: Troy Samuel?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. And can I have that date of birth?

Speaker speaker_1: Sure. It's Jan- January 3rd of 1981.

Speaker speaker_0: All right. And what's the date of service?

Speaker speaker_1: Date of service will be on December 8th of 2024.

Speaker speaker_0: December 8th of '24. Okay. And you are the member with active medical, dental and vision. Let me go ahead and get you over to an insurance carrier, so they can confirm that claim status, all right?

Speaker speaker_1: Okay.

Speaker speaker_0: Bear with me one moment. Let me make sure I don't... Bye.

Speaker speaker_1: Could you please, could you please, uh, help me with your name once again? Hello?

Speaker speaker_0: Yes. I'm sorry. Did you say give you a second?

Speaker speaker_1: Yeah, I just asked you a name.

Speaker speaker_0: Oh, Pearl.

Speaker speaker_1: Could you please spell it?

Speaker speaker_0: P-E-A-R-L.

Speaker speaker_1: Thank you so much. And I'm ready to continue with the call to them.

Speaker speaker_0: All right. Thank you so much for calling. You have a good day.