

## Transcript: Pearl

**Rojas-6533656404606976-6178943914000384**

### Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who can I -- who can I speak with? Hi, my name is Deanna. I'm with Genesis Orthopedic Therapy. And how can I assist you? Um, I have... Yeah, I was calling to see what, um, my patient's physical therapy benefits were. All right. And what's the member's name? Uh, Dakota Desarro. And is that the policyholder or the -- or dependent? Hmm. It is the policyholder. Okay. And is the... And spell the last name for me. Uh, D-E-S-A-R-R-O. Okay. And date of birth? Uh, June 2nd, 2000. Okay. I don't have the current -- the member currently with any coverage at all. Okay. It doesn't even show like he's had coverage before with you guys? He did previously have, um, coverage last year, but it was only preventative health care. Okay. All righty. I will have to reach out to him then. Thank you for letting me know. Thank you for calling. Have a great day. You too. Thanks. Bye.

### Conversation Format

Speaker speaker\_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who can I -- who can I speak with?

Speaker speaker\_1: Hi, my name is Deanna. I'm with Genesis Orthopedic Therapy.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: Um, I have... Yeah, I was calling to see what, um, my patient's physical therapy benefits were.

Speaker speaker\_0: All right. And what's the member's name?

Speaker speaker\_1: Uh, Dakota Desarro.

Speaker speaker\_0: And is that the policyholder or the -- or dependent?

Speaker speaker\_1: Hmm. It is the policyholder.

Speaker speaker\_0: Okay. And is the... And spell the last name for me.

Speaker speaker\_1: Uh, D-E-S-A-R-R-O.

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

Speaker speaker\_1: Uh, June 2nd, 2000.

Speaker speaker\_0: Okay. I don't have the current -- the member currently with any coverage at all.

Speaker speaker\_1: Okay. It doesn't even show like he's had coverage before with you guys?

Speaker speaker\_0: He did previously have, um, coverage last year, but it was only preventative health care.

Speaker speaker\_1: Okay. All righty. I will have to reach out to him then. Thank you for letting me know.

Speaker speaker\_0: Thank you for calling. Have a great day.

Speaker speaker\_1: You too. Thanks. Bye.