

Transcript: Pearl

Rojas-6621045707292672-6638564560125952

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Williams, who's speaking with? Hi, by the way, uh, this is Ed calling from Kentucky Counseling Center to verify patient benefits and eligibility. Okay, what's the number be? Uh, this is for patient name of Lacey Cains. First name is L-A-C-E-Y. Last name is C-A-I-N-S. Okay. And date of birth? It's September 9th, 2000. And what kind of service is this? I'm sorry? What kind of service is this? I'm looking for medical... I am sorry, um, mental health for in-office visit. Hm, okay. Give me one moment. Okay, bear with me one moment. I'm gonna give this over to that department, okay? All right. Thank you.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Williams, who's speaking with?

Speaker speaker_1: Hi, by the way, uh, this is Ed calling from Kentucky Counseling Center to verify patient benefits and eligibility.

Speaker speaker_0: Okay, what's the number be?

Speaker speaker_1: Uh, this is for patient name of Lacey Cains. First name is L-A-C-E-Y. Last name is C-A-I-N-S.

Speaker speaker_0: Okay. And date of birth?

Speaker speaker_1: It's September 9th, 2000.

Speaker speaker_0: And what kind of service is this?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: What kind of service is this?

Speaker speaker_1: I'm looking for medical... I am sorry, um, mental health for in-office visit.

Speaker speaker_0: Hm, okay. Give me one moment. Okay, bear with me one moment. I'm gonna give this over to that department, okay?

Speaker speaker_1: All right. Thank you.