

Transcript: Pearl

Rojas-4510391473455104-6501978478919680

Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who is the pleasure of speaking with? Um, my name is Leslie from Sanford Health. How can I assist you? Um, I just need to check the status of a claim. Okay. And what's the name of the member? Uh, Todd Froelich. F like Frank, R-O-E-L-I-C-H. Okay. All righty. And date of birth? 10-12-65. And date of service? That is 12-10-24. Okay, give me one moment. Sure. Okay. 12-10-24. Yeah. Let's see, I have the member with active medical coverage. Let me go ahead and get you transferred over to an insurance carrier so you can check on that claim status, okay? Okay, thanks. Thank you so much for calling. You have a great day.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who is the pleasure of speaking with?

Speaker speaker_1: Um, my name is Leslie from Sanford Health.

Speaker speaker_0: How can I assist you?

Speaker speaker_1: Um, I just need to check the status of a claim.

Speaker speaker_0: Okay. And what's the name of the member?

Speaker speaker_1: Uh, Todd Froelich. F like Frank, R-O-E-L-I-C-H.

Speaker speaker_0: Okay. All righty. And date of birth?

Speaker speaker_1: 10-12-65.

Speaker speaker_0: And date of service?

Speaker speaker_1: That is 12-10-24.

Speaker speaker_0: Okay, give me one moment.

Speaker speaker_1: Sure.

Speaker speaker_0: Okay. 12-10-24.

Speaker speaker_1: Yeah.

Speaker speaker_0: Let's see, I have the member with active medical coverage. Let me go ahead and get you transferred over to an insurance carrier so you can check on that claim status, okay?

Speaker speaker_1: Okay, thanks.

Speaker speaker_0: Thank you so much for calling. You have a great day.