

## Transcript: Pearl

**Rojas-4620320882868224-5680176247128064**

### Full Transcript

Hi, good morning, thank you for calling Benefits in a Card, my name is Pearl. Who did I have the pleasure of speaking with? Hi Pearl, this is Leanne with Dr. Luis Nascimento's office. I was calling to ve- verify eligibility for a paystrip. All righty, give me one second. And what's the member's name? Uh, Janice Hernandez. All righty, and date of birth. 08/21/1987. All righty. And date of sh- service? Date of service was, uh, 2/5/25. Okay, the member did not have active coverage that day. Okey-doke. Um, when did it expire? Um, I have the last date of active coverage as January 5th of '25. Jan- okay, January 5th of '25. Okay. 'Cause I didn't see any additional coverage or anything and the, uh, member didn't know. Okay, thank you. No problem, thank you so much for calling. You have a great day. Bye-bye.

### Conversation Format

Speaker speaker\_0: Hi, good morning, thank you for calling Benefits in a Card, my name is Pearl. Who did I have the pleasure of speaking with?

Speaker speaker\_1: Hi Pearl, this is Leanne with Dr. Luis Nascimento's office. I was calling to ve- verify eligibility for a paystrip.

Speaker speaker\_0: All righty, give me one second. And what's the member's name?

Speaker speaker\_1: Uh, Janice Hernandez.

Speaker speaker\_0: All righty, and date of birth.

Speaker speaker\_1: 08/21/1987.

Speaker speaker\_0: All righty. And date of sh- service?

Speaker speaker\_1: Date of service was, uh, 2/5/25.

Speaker speaker\_0: Okay, the member did not have active coverage that day.

Speaker speaker\_1: Okey-doke. Um, when did it expire?

Speaker speaker\_0: Um, I have the last date of active coverage as January 5th of '25.

Speaker speaker\_1: Jan- okay, January 5th of '25. Okay. 'Cause I didn't see any additional coverage or anything and the, uh, member didn't know. Okay, thank you.

Speaker speaker\_0: No problem, thank you so much for calling. You have a great day.

Speaker speaker\_1: Bye-bye.