

Transcript: Pearl

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Full Transcript

Hi. Good afternoon. Thank you for calling Benefits and a Card. My name is Pearl Huidos. Hello, my name's Natasha. I'm calling you from my dental office, a provider's office. Okay. How can I assist you, Natasha? I am trying to check access coverage for a patient. Okay. And what's the member's name? Um, do you want the subscriber or the member? Uh, the policy holder. Okay. It's Ricardo. Um, so the last name is C-E-R-B-A-N-T-E-S and Junior. Uh, yeah. Would you happen to have the date of birth, Mrs. Cervantes? Yes. Uh, August 3rd, 1984. Let's see here. And who is the m- who is the dependent you see? Uh, Cindy C., last name. Um- I'm sorry, did you say City, Si- Sydney or Cindy? Sorry. Cindy. Cindy. Hello? Sorry. Yes, can you hear me? Yes. Okay. It's Cindy, C-I-N-D-Y. Okay, Cindy Cervantes. All right, I do have her as a dependent, and they are active as of today. Okay. Is this like a, um, like a dental plan or is it like a discount plan? Um, it's, it's a dental plan, um, which is a limited benefits plan. Okay. But it is still a plan, yes. Can you give m- send me a fax back, please? Um, I can get you over to the insurance carrier. They'll be able to handle that part of the situ-, uh, part of the process. We just confirm, uh, active and stuff like that. Yes. Please, if you don't mind. Okay. Bear with me one moment while I get you over. Is there anything else I can assist you with today? Oh, no, that's it. Thank you. Thank you so much for calling. You have a great day. You too. Bye.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits and a Card. My name is Pearl Huidos.

Speaker speaker_1: Hello, my name's Natasha. I'm calling you from my dental office, a provider's office.

Speaker speaker_0: Okay. How can I assist you, Natasha?

Speaker speaker_1: I am trying to check access coverage for a patient.

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

Speaker speaker_1: Um, do you want the subscriber or the member?

Speaker speaker_0: Uh, the policy holder.

Speaker speaker_1: Okay. It's Ricardo. Um, so the last name is C-E-R-B-A-N-T-E-S and Junior.

Speaker speaker_0: Uh, yeah. Would you happen to have the date of birth, Mrs. Cervantes?

Speaker speaker_1: Yes. Uh, August 3rd, 1984.

Speaker speaker_0: Let's see here. And who is the m- who is the dependent you see?

Speaker speaker_1: Uh, Cindy C., last name. Um-

Speaker speaker_0: I'm sorry, did you say City, Si- Sydney or Cindy? Sorry.

Speaker speaker_1: Cindy. Cindy.

Speaker speaker_0: Hello?

Speaker speaker_1: Sorry. Yes, can you hear me?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. It's Cindy, C-I-N-D-Y.

Speaker speaker_0: Okay, Cindy Cervantes. All right, I do have her as a dependent, and they are active as of today.

Speaker speaker_1: Okay. Is this like a, um, like a dental plan or is it like a discount plan?

Speaker speaker_0: Um, it's, it's a dental plan, um, which is a limited benefits plan.

Speaker speaker_1: Okay.

Speaker speaker_0: But it is still a plan, yes.

Speaker speaker_1: Can you give m- send me a fax back, please?

Speaker speaker_0: Um, I can get you over to the insurance carrier. They'll be able to handle that part of the situ-, uh, part of the process. We just confirm, uh, active and stuff like that.

Speaker speaker_1: Yes. Please, if you don't mind.

Speaker speaker_0: Okay. Bear with me one moment while I get you over. Is there anything else I can assist you with today?

Speaker speaker_1: Oh, no, that's it. Thank you.

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

Speaker speaker_1: You too. Bye.