

## Transcript: Pearl

**Rojas-4761428704018432-4546161889689600**

### Full Transcript

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who did I say that I was speaking with? My name is Cathy, calling from Northside Family Dentistry. I'm sorry, you said Cathy from where? Northside Family Dentistry. And how can I assist you? Yes, I was calling concerning one of our patients, came in, uh, to have a filling done. Okay. And it, uh, it wasn't paid and on the back it said, "Call this number." Okay, no worries. I can definitely assist you. Okay. What's the name of the member? Uh, Nina Adams. N-I-N-A Adams. Okay, bear with me. And date of birth? Date of birth is... 01/24/1969. Okay, bear with me one moment. Mm-hmm. Okay, and you said 01/24/'69, correct? Uh, yes. Okay, let me take a look. And what is the date of service? Date of service is... One second. Uh, 04/01/2025. 04/01/'25. Uh-huh. Okay, bear with me one moment. 9005 William Lane. Apartment number? Okay, so 04/01 of this year. Okay, so I'm showing that on April 1st of 2025 the member didn't have active coverage. She didn't have active coverage? No, ma'am. All right, hold on one second. And what's your name? Pearl. Can we have a reference number for the call, Pearl? Of course, Pearl R., 05/06/'25. 05/06/25. '06, mm-hmm. I've got that. And you say, uh, this benefit terminated when again? I'm sorry. Well, it's not terminated. That, it's a week-to-week basis, so for that week- Oh. ... they just didn't have active coverage. Okay. Uh, okay, hold on one second. Okay, and let me see. Uh, one second. What about date of service, um, 02/20/2025? 02/20, that date... Um, like give me one moment. Bear with me just one moment. Okay. Yes, so for 02/20/'25, I am showing the member with active dental. No active dental? Active dental, they did have coverage that date for the 02/20/'25. Okay. Well, I was checking status of payment because we didn't receive anything. Okay. I can get you transferred over to the insurance carrier so they can confirm what's going on with that claim. Okay. All right. Thank you so very much. No problem. Thank you so much for calling. Bear with me one moment, I'll transfer for you now. Uh-huh.

### Conversation Format

Speaker speaker\_0: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who did I say that I was speaking with?

Speaker speaker\_1: My name is Cathy, calling from Northside Family Dentistry.

Speaker speaker\_0: I'm sorry, you said Cathy from where?

Speaker speaker\_1: Northside Family Dentistry.

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

Speaker speaker\_1: Yes, I was calling concerning one of our patients, came in, uh, to have a filling done.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And it, uh, it wasn't paid and on the back it said, "Call this number."

Speaker speaker\_0: Okay, no worries. I can definitely assist you.

Speaker speaker\_1: Okay.

Speaker speaker\_0: What's the name of the member?

Speaker speaker\_1: Uh, Nina Adams. N-I-N-A Adams.

Speaker speaker\_0: Okay, bear with me. And date of birth?

Speaker speaker\_1: Date of birth is... 01/24/1969.

Speaker speaker\_0: Okay, bear with me one moment.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Okay, and you said 01/24/'69, correct?

Speaker speaker\_1: Uh, yes.

Speaker speaker\_0: Okay, let me take a look. And what is the date of service?

Speaker speaker\_1: Date of service is... One second. Uh, 04/01/2025.

Speaker speaker\_0: 04/01/'25.

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: Okay, bear with me one moment.

Speaker speaker\_2: 9005 William Lane. Apartment number?

Speaker speaker\_0: Okay, so 04/01 of this year. Okay, so I'm showing that on April 1st of 2025 the member didn't have active coverage.

Speaker speaker\_1: She didn't have active coverage?

Speaker speaker\_0: No, ma'am.

Speaker speaker\_1: All right, hold on one second. And what's your name?

Speaker speaker\_0: Pearl.

Speaker speaker\_1: Can we have a reference number for the call, Pearl?

Speaker speaker\_0: Of course, Pearl R., 05/06/'25.

Speaker speaker\_1: 05/06/25.

Speaker speaker\_0: '06, mm-hmm.

Speaker speaker\_1: I've got that. And you say, uh, this benefit terminated when again? I'm sorry.

Speaker speaker\_0: Well, it's not terminated. That, it's a week-to-week basis, so for that week-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... they just didn't have active coverage.

Speaker speaker\_1: Okay. Uh, okay, hold on one second. Okay, and let me see. Uh, one second. What about date of service, um, 02/20/2025?

Speaker speaker\_0: 02/20, that date... Um, like give me one moment. Bear with me just one moment.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Yes, so for 02/20/'25, I am showing the member with active dental.

Speaker speaker\_1: No active dental?

Speaker speaker\_0: Active dental, they did have coverage that date for the 02/20/'25.

Speaker speaker\_1: Okay. Well, I was checking status of payment because we didn't receive anything.

Speaker speaker\_0: Okay. I can get you transferred over to the insurance carrier so they can confirm what's going on with that claim.

Speaker speaker\_1: Okay. All right. Thank you so very much.

Speaker speaker\_0: No problem. Thank you so much for calling. Bear with me one moment, I'll transfer for you now.

Speaker speaker\_1: Uh-huh.