

Transcript: Pearl

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Full Transcript

Excuse me. Good afternoon, thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Hi, my name is Deborah. And how can I assist you? I am trying to get information about, um, benefits for a client of ours. And I'm not seeing, or can't figure out from looking at the insurance card that he's providing whether or not there are mental health or behavioral health, um, benefits. Okay. What's the member's name? Um, Leslie Richardson. And date of birth? 12/22/1975. Okay. Is it Li- um, spell... I'm sorry, did you say Lindsay or Leslie? Leslie. L-E-S-L-I-E. L-I-E Okay. Richardson. I did E-Y. Let's see. 12/22/75. All righty. Okay. So they, uh... Okay. So they do not have behavioral or mental health services, or coverage. I'm sorry. They do not? Not right now. Okay. That... We need it. All right. Yeah. I appreciate your time. And your name is Pearl? No problem at all. Yes. Okay. Is there any way we can get that in a fax or anything, or how do we get that information in print? Um, the member could call and we- ... could send them a, um, a The insurance- ... statement showing what they do have. Okay. But they do not have mental health or behavioral health, correct? Correct. Mm-hmm. All right. Thank you so much, Pearl. Thank you for calling. You have a great day. You as well. Bye-bye.

Conversation Format

Speaker speaker_0: Excuse me. Good afternoon, thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Hi, my name is Deborah.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: I am trying to get information about, um, benefits for a client of ours. And I'm not seeing, or can't figure out from looking at the insurance card that he's providing whether or not there are mental health or behavioral health, um, benefits.

Speaker speaker_0: Okay. What's the member's name?

Speaker speaker_1: Um, Leslie Richardson.

Speaker speaker_0: And date of birth?

Speaker speaker_1: 12/22/1975.

Speaker speaker_0: Okay. Is it Li- um, spell... I'm sorry, did you say Lindsay or Leslie?

Speaker speaker_1: Leslie. L-E-S-L-I-E.

Speaker speaker_0: L-I-E Okay.

Speaker speaker_1: Richardson.

Speaker speaker_0: I did E-Y. Let's see. 12/22/75. All righty. Okay. So they, uh... Okay. So they do not have behavioral or mental health services, or coverage. I'm sorry.

Speaker speaker_1: They do not?

Speaker speaker_0: Not right now.

Speaker speaker_1: Okay. That... We need it. All right.

Speaker speaker_0: Yeah.

Speaker speaker_1: I appreciate your time. And your name is Pearl?

Speaker speaker_0: No problem at all. Yes.

Speaker speaker_1: Okay. Is there any way we can get that in a fax or anything, or how do we get that information in print?

Speaker speaker_0: Um, the member could call and we- ... could send them a, um, a

Speaker speaker_2: The insurance-

Speaker speaker_0: ... statement showing what they do have.

Speaker speaker_1: Okay. But they do not have mental health or behavioral health, correct?

Speaker speaker_0: Correct. Mm-hmm.

Speaker speaker_1: All right. Thank you so much, Pearl.

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

Speaker speaker_1: You as well. Bye-bye.