

## Transcript: Pearl

**Rojas-4789893735170048-5568300353896448**

### Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Who Das, the pleasure of speaking with? Susan. And how can I assist you? Uh, just wanted to check on eligibility and benefits for a patient. All righty. No problem. I can definitely assist you with that, Miss Susan. And what is the member's name? Mia Castillo. All right. And can you verify the date of birth for me? 12-16-'05. And it's Mia, M-I-A? Yes. And it's spelled C- A-S- T- I- L- L- O? Right. Um, when was the date of service on that? Uh, 01/10/'25. And do you know if she's a dependent or a policyholder? Oh, let me see. We've got a Gerardo Castillo as the subscriber. So, she would be the dependent, it looks like. Okay. And what's Mr. Gerardo's date of birth? Oh. Hold on. I gotta look that up. Uh, 01/07/'74. Okay. And then Mia Castillo, and then you said that, that date of service was one? Uh, 01/10/'25. Okay. On 01/10/'25, I did have the... Miss Mia active for medical, dental and vision. Mm-hmm. Let me get you over to the insurance. Or you just verified coverage, correct? Or did you need a claim sent? Well, I mean, we verified coverage before we saw her, but then I've just received, uh, an EOB and it states that they are waiting for information to confirm eligibility, uh, before they process with a claim. And I wasn't sure, because as far as we understood, she was eligible. Um, so I just wanted to check on that and make sure that she really was, there wasn't- Yep. ... going to be any problem. Yes, ma'am. Okay. And it looks like, looks like as far as benefits, the insurance pays up to \$75 per visit, um, up to five visits per year for primary care. Let me get you over to the insurance carrier to confirm that information. All right. Thank you. No problem. Thank you so much for calling me, Susan. You have a great day. You too.

### Conversation Format

Speaker speaker\_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Who Das, the pleasure of speaking with?

Speaker speaker\_1: Susan.

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

Speaker speaker\_1: Uh, just wanted to check on eligibility and benefits for a patient.

Speaker speaker\_0: All righty. No problem. I can definitely assist you with that, Miss Susan. And what is the member's name?

Speaker speaker\_1: Mia Castillo.

Speaker speaker\_0: All right. And can you verify the date of birth for me?

Speaker speaker\_1: 12-16-'05.

Speaker speaker\_0: And it's Mia, M-I-A?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And it's spelled C- A-S- T- I- L- L- O?

Speaker speaker\_1: Right.

Speaker speaker\_0: Um, when was the date of service on that?

Speaker speaker\_1: Uh, 01/10/'25.

Speaker speaker\_0: And do you know if she's a dependent or a policyholder?

Speaker speaker\_1: Oh, let me see. We've got a Gerardo Castillo as the subscriber. So, she would be the dependent, it looks like.

Speaker speaker\_0: Okay. And what's Mr. Gerardo's date of birth?

Speaker speaker\_1: Oh. Hold on. I gotta look that up. Uh, 01/07/'74.

Speaker speaker\_0: Okay. And then Mia Castillo, and then you said that, that date of service was one?

Speaker speaker\_1: Uh, 01/10/'25.

Speaker speaker\_0: Okay. On 01/10/'25, I did have the... Miss Mia active for medical, dental and vision.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Let me get you over to the insurance. Or you just verified coverage, correct? Or did you need a claim sent?

Speaker speaker\_1: Well, I mean, we verified coverage before we saw her, but then I've just received, uh, an EOB and it states that they are waiting for information to confirm eligibility, uh, before they process with a claim. And I wasn't sure, because as far as we understood, she was eligible. Um, so I just wanted to check on that and make sure that she really was, there wasn't-

Speaker speaker\_0: Yep.

Speaker speaker\_1: ... going to be any problem.

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Okay. And it looks like, looks like as far as benefits, the insurance pays up to \$75 per visit, um, up to five visits per year for primary care.

Speaker speaker\_0: Let me get you over to the insurance carrier to confirm that information.

Speaker speaker\_1: All right. Thank you.

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

Speaker speaker\_1: You too.