

Transcript: Pearl

Rojas-4911931309080576-4942295293411328

Full Transcript

Thank you for calling Benefits in a Card. My name is Pearl Who That Is, who am I speaking with? Good morning. My name is Haley Byrd, B-Y-R-D. How can I assist you? Um, yes. We had just gotten enrolled through your company through my husband's job. And, um, I need to... My daughter's scheduled to have, um, a radiology scan this afternoon and we haven't received any card to give the hospital. Um, so I was wondering if maybe you could help see if a certain CPT code would be covered through our current plan? Okay. And you're on the coverage with him? Yes. I'm Haley. He's Michael Byrd. Okay. My daughter, Haley. What's the name of the company you say you work for? Say that again? What's the name of the company you say you work for? Oh, um, Superior Skill Trade. And the last four digits of his Social? Ooh. Hang on. I know everybody else but his. Mm-hmm. It's so close to his phone number, that's why I always get it mixed up. Mm-hmm. I think it's five-six-three-five. Okay. And if you can confirm his address and date of birth. Yes. Um, 11/21/2000. And our address is 130 Hunters Trace, Picayune, Mississippi 39466. . Okay. Now his phone number as 678-634-3653, correct? Yes. All right. So you guys are active. Let me go ahead and get you over to the insurance carrier just to confirm whether that coverage is, um, covered or not. Okay? Okay. Thank you. Bare with me one moment. All right.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Pearl Who That Is, who am I speaking with?

Speaker speaker_1: Good morning. My name is Haley Byrd, B-Y-R-D.

Speaker speaker_0: How can I assist you?

Speaker speaker_1: Um, yes. We had just gotten enrolled through your company through my husband's job. And, um, I need to... My daughter's scheduled to have, um, a radiology scan this afternoon and we haven't received any card to give the hospital. Um, so I was wondering if maybe you could help see if a certain CPT code would be covered through our current plan?

Speaker speaker_0: Okay. And you're on the coverage with him?

Speaker speaker_1: Yes. I'm Haley. He's Michael Byrd.

Speaker speaker_0: Okay.

Speaker speaker_1: My daughter, Haley.

Speaker speaker_0: What's the name of the company you say you work for?

Speaker speaker_1: Say that again?

Speaker speaker_0: What's the name of the company you say you work for?

Speaker speaker_1: Oh, um, Superior Skill Trade.

Speaker speaker_0: And the last four digits of his Social?

Speaker speaker_1: Ooh. Hang on. I know everybody else but his.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: It's so close to his phone number, that's why I always get it mixed up.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I think it's five-six-three-five.

Speaker speaker_0: Okay. And if you can confirm his address and date of birth.

Speaker speaker_1: Yes. Um, 11/21/2000. And our address is 130 Hunters Trace, Picayune, Mississippi 39466. .

Speaker speaker_0: Okay. Now his phone number as 678-634-3653, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So you guys are active. Let me go ahead and get you over to the insurance carrier just to confirm whether that coverage is, um, covered or not. Okay?

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Bare with me one moment.

Speaker speaker_1: All right.