

Transcript: Pearl

Rojas-4932535268589568-5392898820849664

Full Transcript

Hi, good afternoon. Thank you for calling Benefits and a Card. My name is Pearl. Who can I have the pleasure of speaking with? Yes, this is Carmel Stevens calling from Piedmont of Butler Creek, located in Augusta, Georgia. And I'm just trying to confirm my patient benefits. Give me one moment. And what's the name of the member? Um, the name of the member is Dampier. D-A-M-P-I-E-R. First name is Raymond, R-A-Y-M-O-N-D. Yes, may I help you- Junior. ... 911, what is your emergency? And you can let me know if Okay, may I take your order, please? ... 11488. There you go. Mm, okay, so the first name is Raymond, you said? Correct. One here. One all the way down to room five. Okay, don't have... Uh, uh, I don't have an account with that- Let me give you the American and the multi plan. D-A-M-P-I-E-R. Mm-hmm. Yes, I have that, but I'm not showing an account with that name. Um, I'm sorry, with that name and date of birth. Oh, you want to use the... Okay, can I get a, um, the member's ID number on the phone there? That wouldn't work for me. Um, do you know if that's a dependent or if it's a policyholder? I guess it's a policyholder. Uh, he's an employee. Okay. Um, can I- And when he said, uh, 90 degree- Did they provide you with a card? I'm sorry? Did he provide you with a card? Yes, I'm looking at the card. It's a multi-plan card. Okay. But does it say- I'm sorry? ... um, 90 Degree Benefits on it or American Public Life? Uh... It says 90 Degree, um, on the back of it. Let me get you over to them and see if they can give you further information because I'm not finding an account with that name and date of birth. Okay. Bear with me one moment. Okay.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits and a Card. My name is Pearl. Who can I have the pleasure of speaking with?

Speaker speaker_1: Yes, this is Carmel Stevens calling from Piedmont of Butler Creek, located in Augusta, Georgia. And I'm just trying to confirm my patient benefits.

Speaker speaker_0: Give me one moment. And what's the name of the member?

Speaker speaker_1: Um, the name of the member is Dampier. D-A-M-P-I-E-R. First name is Raymond, R-A-Y-M-O-N-D.

Speaker speaker_0: Yes, may I help you-

Speaker speaker_1: Junior.

Speaker speaker_0: ... 911, what is your emergency?

Speaker speaker_1: And you can let me know if

Speaker speaker_2: Okay, may I take your order, please?

Speaker speaker_1: ... 11488.

Speaker speaker_2: There you go.

Speaker speaker_0: Mm, okay, so the first name is Raymond, you said?

Speaker speaker_1: Correct.

Speaker speaker_2: One here. One all the way down to room five.

Speaker speaker_0: Okay, don't have... Uh, uh, I don't have an account with that-

Speaker speaker_1: Let me give you the American and the multi plan. D-A-M-P-I-E-R.

Speaker speaker_0: Mm-hmm. Yes, I have that, but I'm not showing an account with that name. Um, I'm sorry, with that name and date of birth.

Speaker speaker_1: Oh, you want to use the... Okay, can I get a, um, the member's ID number on the phone there?

Speaker speaker_0: That wouldn't work for me. Um, do you know if that's a dependent or if it's a policyholder?

Speaker speaker_1: I guess it's a policyholder. Uh, he's an employee.

Speaker speaker_0: Okay. Um, can I-

Speaker speaker_1: And when he said, uh, 90 degree-

Speaker speaker_0: Did they provide you with a card?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: Did he provide you with a card?

Speaker speaker_1: Yes, I'm looking at the card. It's a multi-plan card.

Speaker speaker_0: Okay. But does it say-

Speaker speaker_1: I'm sorry?

Speaker speaker_0: ... um, 90 Degree Benefits on it or American Public Life?

Speaker speaker_1: Uh... It says 90 Degree, um, on the back of it.

Speaker speaker_0: Let me get you over to them and see if they can give you further information because I'm not finding an account with that name and date of birth.

Speaker speaker_1: Okay.

Speaker speaker_0: Bear with me one moment.

Speaker speaker_1: Okay.