

## Transcript: Pearl

**Rojas-5018289618599936-5830933401354240**

### Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who does and would you like speaking with? Hey, this is Alexis calling from provider office to check on the plan status. Okay. And you said your name is Alexis? Sorry, could you please repeat again? Your name? Yeah, it's Alex. Oh, Alex. Okay, cool. And what is the member's name? Member name is J.C. Kessler. J.C. Kesler? Yes, perfect. So just the letters J and C and then Kesler? Yes. Uh, first name is J-A-Y, Jay, C as in Charlie, and last name is Kessler. Can, can I have a date of birth? Yes, a date of birth is 8/28 of 1963. And you said that first name is Jay, as in John, apple, yogurt, cat, elephant? Yes. Perfect. I cannot show... Oh, give me one second actually. It's J-A-Y, Jay. Mm-hmm. Then C, and last name is Kessler. Okay. Do you know if this is a dependent or if it's a pos- policy holder? Just a moment, I am checking my system. Yeah, that's a policy holder. Not dependent. Okay. Can you spell the last name for me? Yes, sure. It's C as in Charlie, A as in Alpha, S as in Sam, L as in Lima, E as in Echo, and R as in Romeo. Okay. J. Kesler. All righty. And... What is the date of service? Date of service is October 9th of 2023. 10/09/23? Yes. Perfect. Okay. I'm showing this number active with dental and medical coverage. Let me get you over to the insurance carrier so that you can get a claim status on that, okay? Okay.

### Conversation Format

Speaker speaker\_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who does and would you like speaking with?

Speaker speaker\_1: Hey, this is Alexis calling from provider office to check on the plan status.

Speaker speaker\_0: Okay. And you said your name is Alexis?

Speaker speaker\_1: Sorry, could you please repeat again?

Speaker speaker\_0: Your name?

Speaker speaker\_1: Yeah, it's Alex.

Speaker speaker\_0: Oh, Alex. Okay, cool. And what is the member's name?

Speaker speaker\_1: Member name is J.C. Kessler.

Speaker speaker\_0: J.C. Kesler?

Speaker speaker\_1: Yes, perfect.

Speaker speaker\_0: So just the letters J and C and then Kesler?

Speaker speaker\_1: Yes. Uh, first name is J-A-Y, Jay, C as in Charlie, and last name is Kessler.

Speaker speaker\_0: Can, can I have a date of birth?

Speaker speaker\_1: Yes, a date of birth is 8/28 of 1963.

Speaker speaker\_0: And you said that first name is Jay, as in John, apple, yogurt, cat, elephant?

Speaker speaker\_1: Yes. Perfect.

Speaker speaker\_0: I cannot show... Oh, give me one second actually.

Speaker speaker\_1: It's J-A-Y, Jay.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Then C, and last name is Kessler.

Speaker speaker\_0: Okay. Do you know if this is a dependent or if it's a pos- policy holder?

Speaker speaker\_1: Just a moment, I am checking my system. Yeah, that's a policy holder. Not dependent.

Speaker speaker\_0: Okay. Can you spell the last name for me?

Speaker speaker\_1: Yes, sure. It's C as in Charlie, A as in Alpha, S as in Sam, L as in Lima, E as in Echo, and R as in Romeo.

Speaker speaker\_0: Okay. J. Kesler. All righty. And... What is the date of service?

Speaker speaker\_1: Date of service is October 9th of 2023.

Speaker speaker\_0: 10/09/23?

Speaker speaker\_1: Yes. Perfect.

Speaker speaker\_0: Okay. I'm showing this number active with dental and medical coverage. Let me get you over to the insurance carrier so that you can get a claim status on that, okay?

Speaker speaker\_1: Okay.