

## Transcript: Pearl

**Rojas-5070195349176320-5072375581949952**

### Full Transcript

Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Can you hear me now? I'm sorry. You sound really far away. Yes, this is it. Hello? I'm sorry. You still sound really far away and kind of like muffled. Hello? Yes. Hello? Yes. How can I assist you? Okay. Um, I'm just... um, I'm in a virtual, uh, appointment with a Doc- a doctor. Okay. And he called me, but I missed his call. I'm just returning the call. Okay, and do you know if it was your primary care or urgent care? Primary. Okay, bear with me one moment while I get you transferred over, okay? And what is your name and date of birth, sir? Uh, what is what? Your name and date of birth? Uh, David Lopez, or Celis Lopez. Uh, 5/22/1981. 5/22/'81? '81. Okay, bear with me one moment. Hello? Hi, Mr. Celis? Yes. So I, I talked to the department that handles primary, uh, virtual primary care, and they're seeing you're not popping up in their system. Um, what is the name of the staff agency you work for? Serge. And the last four digits of your social? Uh, 1244. Okay, and if you can confirm your address and date of birth. 1711 Raspuero Road, Las Vegas, Nevada 89142. And then you, your date of birth is 5/22/'81 you said, correct? That's the right one yes, there. Um, I have your phone number as 702-980-4554. Yes. Okay, let me take a look here. Let me see. Tell RX you are active. Give me one moment. Okay, so, I believe it's- ... virtual urgent care. Mm. Give me one second. Oh yeah, so what, what's included in your plan is the virtual urgent care. So let me get you over to them, thus they will be able to assist you, okay? Okay, so we're scheduled? Yep, bear with me one moment.

### Conversation Format

Speaker speaker\_0: Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker\_1: Can you hear me now?

Speaker speaker\_0: I'm sorry. You sound really far away.

Speaker speaker\_1: Yes, this is it. Hello?

Speaker speaker\_0: I'm sorry. You still sound really far away and kind of like muffled.

Speaker speaker\_1: Hello?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Hello?

Speaker speaker\_0: Yes. How can I assist you?

Speaker speaker\_1: Okay. Um, I'm just... um, I'm in a virtual, uh, appointment with a Doc- a doctor.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And he called me, but I missed his call. I'm just returning the call.

Speaker speaker\_0: Okay, and do you know if it was your primary care or urgent care?

Speaker speaker\_1: Primary.

Speaker speaker\_0: Okay, bear with me one moment while I get you transferred over, okay? And what is your name and date of birth, sir?

Speaker speaker\_1: Uh, what is what?

Speaker speaker\_0: Your name and date of birth?

Speaker speaker\_1: Uh, David Lopez, or Celis Lopez. Uh, 5/22/1981.

Speaker speaker\_0: 5/22/'81?

Speaker speaker\_1: '81.

Speaker speaker\_0: Okay, bear with me one moment.

Speaker speaker\_1: Hello?

Speaker speaker\_0: Hi, Mr. Celis?

Speaker speaker\_1: Yes.

Speaker speaker\_0: So I, I talked to the department that handles primary, uh, virtual primary care, and they're seeing you're not popping up in their system. Um, what is the name of the staff agency you work for?

Speaker speaker\_1: Serge.

Speaker speaker\_0: And the last four digits of your social?

Speaker speaker\_1: Uh, 1244.

Speaker speaker\_0: Okay, and if you can confirm your address and date of birth.

Speaker speaker\_1: 1711 Raspuero Road, Las Vegas, Nevada 89142.

Speaker speaker\_0: And then you, your date of birth is 5/22/'81 you said, correct? That's the right one yes, there. Um, I have your phone number as 702-980-4554.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, let me take a look here. Let me see. Tell RX you are active. Give me one moment. Okay, so, I believe it's- ... virtual urgent care. Mm. Give me one second. Oh

yeah, so what, what's included in your plan is the virtual urgent care. So let me get you over to them, thus they will be able to assist you, okay?

Speaker speaker\_1: Okay, so we're scheduled?

Speaker speaker\_0: Yep, bear with me one moment.