

## **Transcript: Pearl**

**Rojas-5226965555953664-6039234938355712**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Lindsay. And how can I assist you, Ms. Lindsay? I am calling... We received an EOB, um, for patient Sampson Jacob. Um, and we... On the back of the EOB, it states, "We are awaiting information to confirm eligibility from benefits. Um, upon receipt of this information, we will continue processing your claim." Is there anything that we need to do on our end? Or will this, um, continue processing and we don't need to do anything? Um, let me go ahead and pull up the account and, and transfer you over to the carrier just so you can confirm, okay? Okay. What's the name of the member again? It is Sampson Jacob Jones. Sampson, S-A-M-S-O-N? S-A-M-P-S-O-N, hyphen Jacob. What's the date of birth? Date of birth is January 13th, 2020. Okay, one second. January. Uh, repeat the date of birth for me. I'm sorry. January... January 13th, 2020. Okay, so that's the dependent. Do you have the policyholder's name? Oh, yes, I'm sorry. It's Lucas Jones and the date of birth is December 26th, 1998. Okay. And what's the date of service? The date of service is for October 28th, 2024. So, the member did have active medical preventive health, dental and vision. And this was a medical appointment? It was a dental appointment. Dental. Okay, give me one moment while I get you over to the insurance carrier, okay? Okay, thank you. No problem. Thank you so much for calling. You have a great day. You, too.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker\_2: Lindsay.

Speaker speaker\_1: And how can I assist you, Ms. Lindsay?

Speaker speaker\_2: I am calling... We received an EOB, um, for patient Sampson Jacob. Um, and we... On the back of the EOB, it states, "We are awaiting information to confirm eligibility from benefits. Um, upon receipt of this information, we will continue processing your claim." Is there anything that we need to do on our end? Or will this, um, continue processing and we don't need to do anything?

Speaker speaker\_1: Um, let me go ahead and pull up the account and, and transfer you over to the carrier just so you can confirm, okay?

Speaker speaker\_2: Okay.

Speaker speaker\_1: What's the name of the member again?

Speaker speaker\_2: It is Sampson Jacob Jones.

Speaker speaker\_1: Sampson, S-A-M-S-O-N?

Speaker speaker\_2: S-A-M-P-S-O-N, hyphen Jacob.

Speaker speaker\_1: What's the date of birth?

Speaker speaker\_2: Date of birth is January 13th, 2020.

Speaker speaker\_1: Okay, one second. January. Uh, repeat the date of birth for me. I'm sorry. January...

Speaker speaker\_2: January 13th, 2020.

Speaker speaker\_1: Okay, so that's the dependent. Do you have the policyholder's name?

Speaker speaker\_2: Oh, yes, I'm sorry. It's Lucas Jones and the date of birth is December 26th, 1998.

Speaker speaker\_1: Okay. And what's the date of service?

Speaker speaker\_2: The date of service is for October 28th, 2024.

Speaker speaker\_1: So, the member did have active medical preventive health, dental and vision. And this was a medical appointment?

Speaker speaker\_2: It was a dental appointment.

Speaker speaker\_1: Dental. Okay, give me one moment while I get you over to the insurance carrier, okay?

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker\_2: You, too.