

## **Transcript: Pearl**

**Rojas-5229090298970112-5002757165858816**

### **Full Transcript**

Hi. Good after- good day. Thank you for calling Benefits in a Card. My name is Pearl, who knows what you're speaking with. Uh, my name's Jennifer with Missouri Eye Institute. Jennifer with Missouri Eye and how can I assist you? Um, I need to see if I can get benefits on a patient, like, um, specialty office co-pay and then if I can get like your guys' mailing address and payer ID. Okay. Bear with me one moment. Let me get you over to the, to the vision coverage, okay? Sure. Oh, it'd be medical. Um, okay, so medical. I need medical. Yes, ma'am. Um, okay did they provide a card too? Do you know what card they gave you? Well, that's where I think I'm having a problem. This says APL, American Public Life, uh, it says American Staff Company, it has her name, it's an individual, um- Okay. ... it's lim- lim- limited benefits, yeah, which is trying to figure out if there's anything else on there. Okay, no worries. Let me go ahead and get you over to American Public Life. Thank you.

### **Conversation Format**

Speaker speaker\_0: Hi. Good after- good day. Thank you for calling Benefits in a Card. My name is Pearl, who knows what you're speaking with.

Speaker speaker\_1: Uh, my name's Jennifer with Missouri Eye Institute.

Speaker speaker\_0: Jennifer with Missouri Eye and how can I assist you?

Speaker speaker\_1: Um, I need to see if I can get benefits on a patient, like, um, specialty office co-pay and then if I can get like your guys' mailing address and payer ID.

Speaker speaker\_0: Okay. Bear with me one moment. Let me get you over to the, to the vision coverage, okay?

Speaker speaker\_1: Sure. Oh, it'd be medical.

Speaker speaker\_0: Um, okay, so medical.

Speaker speaker\_1: I need medical. Yes, ma'am.

Speaker speaker\_0: Um, okay did they provide a card too? Do you know what card they gave you?

Speaker speaker\_1: Well, that's where I think I'm having a problem. This says APL, American Public Life, uh, it says American Staff Company, it has her name, it's an individual, um-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... it's lim- lim- limited benefits, yeah, which is trying to figure out if there's anything else on there.

Speaker speaker\_0: Okay, no worries. Let me go ahead and get you over to American Public Life.

Speaker speaker\_1: Thank you.