

Transcript: Pearl

Rojas-5308545138900992-6268250472529920

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits and a Card, my name is Pearl. Who do I have the pleasure of speaking with? Connie. Hello? Yes? Hi, who do I have the pleasure of speaking with? Connie. And how can I assist you? I need to check eligibility please. All righty. And where are you calling from? I'm calling from a provider's office on behalf of the patient. Okay, what's the patient's name? His name is Bryan Parker. And the date of birth? B-R-Y-A-N... Okay, birthday- B-Y. ... is May 20th, 1983. Uh... Repeat the date of birth, I'm sorry? I'm sorry? Repeat the date of birth for me? May 20th, 1983. All righty. And what's the date of service? Today, November 7th. All righty. And I'm showing here the member with active medical and preventative health. Okay. Oh, the plan is still active? Yes, it is active. All right. All right, well, I appreciate your help. Thank you. No problem. Thank you so much for calling. Have a great day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good morning. Thank you for calling Benefits and a Card, my name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_2: Connie.

Speaker speaker_1: Hello?

Speaker speaker_2: Yes?

Speaker speaker_1: Hi, who do I have the pleasure of speaking with?

Speaker speaker_2: Connie.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: I need to check eligibility please.

Speaker speaker_1: All righty. And where are you calling from?

Speaker speaker_2: I'm calling from a provider's office on behalf of the patient.

Speaker speaker_1: Okay, what's the patient's name?

Speaker speaker_2: His name is Bryan Parker.

Speaker speaker_1: And the date of birth?

Speaker speaker_2: B-R-Y-A-N... Okay, birthday-

Speaker speaker_1: B-Y.

Speaker speaker_2: ... is May 20th, 1983. Uh...

Speaker speaker_1: Repeat the date of birth, I'm sorry?

Speaker speaker_2: I'm sorry?

Speaker speaker_1: Repeat the date of birth for me?

Speaker speaker_2: May 20th, 1983.

Speaker speaker_1: All righty. And what's the date of service?

Speaker speaker_2: Today, November 7th.

Speaker speaker_1: All righty. And I'm showing here the member with active medical and preventative health. Okay.

Speaker speaker_2: Oh, the plan is still active?

Speaker speaker_1: Yes, it is active.

Speaker speaker_2: All right. All right, well, I appreciate your help. Thank you.

Speaker speaker_1: No problem. Thank you so much for calling. Have a great day.

Speaker speaker_2: You too. Bye-bye.