

Transcript: Pearl

Rojas-5331664716382208-5191941167464448

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefit in a Card. My name is Pearl, who would I, would I speak with? Um, this is Stephanie Williams. And how can I assist you? I have a question. Um, I haven't used this insurance yet, but I got to the doctor at 3:45 today. And I need to know how much the co-pay is, and I also need to know if y'all need a PA, because I'm gonna get her to change my Kloropins to my, to Valium. And I need to know if I have to have a PA done on that. Okay. Do you know what plan you're enrolled, enrolled in? Um, let's see. The group name is Management or Lap, uh, Analysis and Utilization Limited Hospital- Okay, limited. Yeah. So you're with AP. Give me one second while I get you over to them, okay? Yeah. Okay, thank you.

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 Benefit in a Card. My name is Pearl, who would I, would I speak with?

Speaker speaker_2: Um, this is Stephanie Williams.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: I have a question. Um, I haven't used this insurance yet, but I got to the doctor at 3:45 today. And I need to know how much the co-pay is, and I also need to know if y'all need a PA, because I'm gonna get her to change my Kloropins to my, to Valium. And I need to know if I have to have a PA done on that.

Speaker speaker_1: Okay. Do you know what plan you're enrolled, enrolled in?

Speaker speaker_2: Um, let's see. The group name is Management or Lap, uh, Analysis and Utilization Limited Hospital-

Speaker speaker_1: Okay, limited.

Speaker speaker_2: Yeah.

Speaker speaker_1: So you're with AP. Give me one second while I get you over to them, okay?

Speaker speaker_2: Yeah. Okay, thank you.