

## Transcript: Pearl

**Rojas-5402367028281344-5037046169780224**

### Full Transcript

Good morning. Thank you for calling Better Plus Dental Card. My name is ... Is that person you're speaking with? Hello, my name is Billy. And how can I assist you? Excuse me? How can I help? Uh, yeah, um, I worked with, uh, Carlton's Testing and they told me I have a, um, healthcare insurance with you. Okay. Did you want to cancel it? Excuse me? Um, and, and how can I help? You talked to Carlton Testing? Yeah. They said you have coverage? Mm-hmm. Yeah, so uh, actually I need some proof of insurance because, uh, I'm planning to go, uh, to hospital, uh, today. Yeah, so I just want some proof that I can show them. Okay. And what is the last four digits of your social? Uh, eight, zero, seven, five. All righty. And if you can verify your address and date of birth. Uh, May 10th, 1998. And your address? Uh, eight, seven, twenty-one ... That's in Santa Clara. Okay, and I have your phone number as three, four, six, one, nine, two, one, eight, three, nine? Yes. And I have your email address as bryce... @... Your last... Yeah. ... at T1 . Yeah. Mm-hmm, yeah. All right. So your coverage just became active today, so your card wouldn't be in the, in the system yet. But you only have preventative health services. It doesn't cover you going to the doctor or . Excuse me? I, I can't hear you. The plan that you're enrolled in only covers preventative health services. So your annual physicals, some STD screenings, some cancer screenings, blood pressure, diabetes, those kinds of things. It doesn't cover you going to the ER. Hello? Yeah, I can't hear you. Okay. Did you understand? Um, yeah, I think I understood what you said. Hello? Okay. Yes, your coverage won't cover you going to the ER. If you would like, you can give us a call back, like, on Wednesday and we can send you your card through your email. Mm-hmm. But it doesn't cover you going to the emergency room. Hmm. Okay, please, send me the card to my email. Let me see that there, please. It's not ready today. You would have to call us back either Wednesday or Thursday. Oh, so you can't do that today? No, sir. Hmm. All right. Okay, gotcha. All right. Is there anything else I can assist you with? Uh, no, I think it should be all. All righty. Thank you so much for calling. You have a great day. You too. Bye-bye.

### Conversation Format

Speaker speaker\_0: Good morning. Thank you for calling Better Plus Dental Card. My name is ... Is that person you're speaking with?

Speaker speaker\_1: Hello, my name is Billy.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: Excuse me?

Speaker speaker\_0: How can I help?

Speaker speaker\_1: Uh, yeah, um, I worked with, uh, Carlton's Testing and they told me I have a, um, healthcare insurance with you.

Speaker speaker\_0: Okay. Did you want to cancel it?

Speaker speaker\_1: Excuse me?

Speaker speaker\_0: Um, and, and how can I help? You talked to Carlton Testing?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: They said you have coverage?

Speaker speaker\_1: Mm-hmm. Yeah, so uh, actually I need some proof of insurance because, uh, I'm planning to go, uh, to hospital, uh, today. Yeah, so I just want some proof that I can show them.

Speaker speaker\_0: Okay. And what is the last four digits of your social?

Speaker speaker\_1: Uh, eight, zero, seven, five.

Speaker speaker\_0: All righty. And if you can verify your address and date of birth.

Speaker speaker\_1: Uh, May 10th, 1998.

Speaker speaker\_0: And your address?

Speaker speaker\_1: Uh, eight, seven, twenty-one ... That's in Santa Clara.

Speaker speaker\_0: Okay, and I have your phone number as three, four, six, one, nine, two, one, eight, three, nine?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And I have your email address as bryce...

Speaker speaker\_1: @...

Speaker speaker\_0: Your last...

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... at T1 .

Speaker speaker\_1: Yeah. Mm-hmm, yeah.

Speaker speaker\_0: All right. So your coverage just became active today, so your card wouldn't be in the, in the system yet. But you only have preventative health services. It doesn't cover you going to the doctor or .

Speaker speaker\_1: Excuse me? I, I can't hear you.

Speaker speaker\_0: The plan that you're enrolled in only covers preventative health services. So your annual physicals, some STD screenings, some cancer screenings, blood pressure, diabetes, those kinds of things. It doesn't cover you going to the ER. Hello?

Speaker speaker\_1: Yeah, I can't hear you.

Speaker speaker\_0: Okay. Did you understand?

Speaker speaker\_1: Um, yeah, I think I understood what you said. Hello?

Speaker speaker\_0: Okay. Yes, your coverage won't cover you going to the ER. If you would like, you can give us a call back, like, on Wednesday and we can send you your card through your email.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: But it doesn't cover you going to the emergency room.

Speaker speaker\_1: Hmm. Okay, please, send me the card to my email. Let me see that there, please.

Speaker speaker\_0: It's not ready today. You would have to call us back either Wednesday or Thursday.

Speaker speaker\_1: Oh, so you can't do that today?

Speaker speaker\_0: No, sir.

Speaker speaker\_1: Hmm. All right. Okay, gotcha.

Speaker speaker\_0: All right. Is there anything else I can assist you with?

Speaker speaker\_1: Uh, no, I think it should be all.

Speaker speaker\_0: All righty. Thank you so much for calling. You have a great day.

Speaker speaker\_1: You too. Bye-bye.