

Transcript: Pearl

Rojas-5458669398573056-4956415084118016

Full Transcript

Hi there. Thank you for calling Benefits and a Card. My name is Pearl. Who can I help or who's speaking with? Shirley Fraser. And how can I assist you? Um, I just talked to someone about my insurance. They told me it would take one to two weeks. But I'm s- I need, um, I need to know is it possible that I can get re-, um, refunded for the money I had to pay out of my pocket 432 because the insurance didn't, didn't cover it. And you had dental insurance? What's the name of the company you work for? Yes, I had dental insurance and my, um, my, my, my medicine that I paid for my asthma. It, it couldn't cover, didn't cover that either. What's the name of the company you work for? TRC Staffing. And the last four digits of your social? 3440. Okay. And you can verify your action date of birth for me? 102 Woodlands Court, Columbus, South Carolina 29212, June 4th, 1965. All right. And you have your photo ID 036824038? Yes, ma'am. Okay. So, let's take a look. So you do have dental and you have free RX. Um, so the, the tooth you pulled, wa- was it just a normal extraction or was it like surgical? Yes. No, just a normal extraction. Okay. So in order to... So I would have, you would have to speak with insurance carrier. Um, I can't guarantee nothing, um, but you'll have to speak with them and see why it wasn't covered. Okay. So- Would you like me to transfer you over to them? Yes. Okay. Bear with me one moment. Thank you so much for calling. You have a great day. You too. It's like I said, no insurance basically. I can't guarantee you nothing.

Conversation Format

Speaker speaker_0: Hi there. Thank you for calling Benefits and a Card. My name is Pearl. Who can I help or who's speaking with?

Speaker speaker_1: Shirley Fraser.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I just talked to someone about my insurance. They told me it would take one to two weeks. But I'm s- I need, um, I need to know is it possible that I can get re-, um, refunded for the money I had to pay out of my pocket 432 because the insurance didn't, didn't cover it.

Speaker speaker_0: And you had dental insurance? What's the name of the company you work for?

Speaker speaker_1: Yes, I had dental insurance and my, um, my, my, my medicine that I paid for my asthma. It, it couldn't cover, didn't cover that either.

Speaker speaker_0: What's the name of the company you work for?

Speaker speaker_1: TRC Staffing.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: 3440.

Speaker speaker_0: Okay. And you can verify your action date of birth for me?

Speaker speaker_1: 102 Woodlands Court, Columbus, South Carolina 29212, June 4th, 1965.

Speaker speaker_0: All right. And you have your photo ID 036824038?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So, let's take a look. So you do have dental and you have free RX. Um, so the, the tooth you pulled, wa- was it just a normal extraction or was it like surgical?

Speaker speaker_1: Yes. No, just a normal extraction.

Speaker speaker_0: Okay. So in order to... So I would have, you would have to speak with insurance carrier. Um, I can't guarantee nothing, um, but you'll have to speak with them and see why it wasn't covered.

Speaker speaker_1: Okay. So-

Speaker speaker_0: Would you like me to transfer you over to them?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Bear with me one moment. Thank you so much for calling. You have a great day.

Speaker speaker_1: You too.

Speaker speaker_2: It's like I said, no insurance basically. I can't guarantee you nothing.