

## Transcript: Pearl

**Rojas-5568722344525824-5176412817506304**

### Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name's Pearl Ludovo. You're speaking with... My name is Maria. And how can I assist you? I'm just contacting you guys regarding a mutual patient of ours. I'm wanting to know her, um, benefits. Your name, you said Maria? Mm-hmm. All right. Bear with me one moment. And what's the name of the member? I'm sorry? The name of the member. The name of the number or the- Member. Member of the patient. Oh, the name of the member of the patient, Tracy Lane. T-R-A-C-E-Y? T-R-A-C-Y. Lane, L-A-N-E. Okay. Um, and do you know if that's the plan or if it's the policyholder? Yeah, she's the policyholder. Because I'm not showing... Oh, give me one second actually. Mm-hmm. What's the date of birth? Date of birth will be 3/7/1984. And date of service? Um, it will be April 9th. Okay, so the date of April 9th, I do have the number with active medical and preventive health coverages. Is, is there dental? Yes, they have active dental as well. Okay. Since when has it been active? It has been active since the 17th of March of '25. Okay. You think you can send over, uh, benefits of, a fax of her benefits? Um, I can send, I can transfer you over to the insurance carrier and they can provide you with that information. Okay. Thank you so much. No problem. Bear with me one moment while I transfer you over. Thank you so much for calling. Mm-hmm.

### Conversation Format

Speaker speaker\_0: Good afternoon. Thank you for calling Benefits in a Card. My name's Pearl Ludovo. You're speaking with...

Speaker speaker\_1: My name is Maria.

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

Speaker speaker\_1: I'm just contacting you guys regarding a mutual patient of ours. I'm wanting to know her, um, benefits.

Speaker speaker\_0: Your name, you said Maria?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: All right. Bear with me one moment. And what's the name of the member?

Speaker speaker\_1: I'm sorry?

Speaker speaker\_0: The name of the member.

Speaker speaker\_1: The name of the number or the-

Speaker speaker\_0: Member. Member of the patient.

Speaker speaker\_1: Oh, the name of the member of the patient, Tracy Lane.

Speaker speaker\_0: T-R-A-C-E-Y?

Speaker speaker\_1: T-R-A-C-Y. Lane, L-A-N-E.

Speaker speaker\_0: Okay. Um, and do you know if that's the plan or if it's the policyholder?

Speaker speaker\_1: Yeah, she's the policyholder.

Speaker speaker\_0: Because I'm not showing... Oh, give me one second actually.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: What's the date of birth?

Speaker speaker\_1: Date of birth will be 3/7/1984.

Speaker speaker\_0: And date of service?

Speaker speaker\_1: Um, it will be April 9th.

Speaker speaker\_0: Okay, so the date of April 9th, I do have the number with active medical and preventive health coverages.

Speaker speaker\_1: Is, is there dental?

Speaker speaker\_0: Yes, they have active dental as well.

Speaker speaker\_1: Okay. Since when has it been active?

Speaker speaker\_0: It has been active since the 17th of March of '25.

Speaker speaker\_1: Okay. You think you can send over, uh, benefits of, a fax of her benefits?

Speaker speaker\_0: Um, I can send, I can transfer you over to the insurance carrier and they can provide you with that information.

Speaker speaker\_1: Okay. Thank you so much.

Speaker speaker\_0: No problem. Bear with me one moment while I transfer you over. Thank you so much for calling.

Speaker speaker\_1: Mm-hmm.