

## Transcript: Pearl

**Rojas-5593144063475712-5031527428964352**

### Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who is the other person I'm speaking with? Hi, Pearl. My name is Christopher Okolo. How are you? I'm good. And yourself? Ah, it's too much trouble for me now. So, um, we submitted, you know, our policy we had, we got from, from Oxford as part of, you know, as our insurance for an IVF program and then we are called and told that, you know, that, um, that, that the, that the card doesn't support IVF and they asked us to call you guys. So, is there any, any, is there, do you have any, do you have any other policy that we can use that supports IVF? Give me one second. You said I-V-F? IVF, yes. IVF is in, in-vitro fertility. No, sir. We don't. Uh-huh. So that's going to be a big problem because we want to see if we can use it for the IVF program. Um, what's the name of the staffing agency you work for? Oxford. Oxford. Let's... No, sir. Unfortunately, there isn't a plan that would cover that service. Huh? Okay, that's cool. Thank you so much. No problem. Thank you so much for calling. You have a great day. All right. Bye.

### Conversation Format

Speaker speaker\_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who is the other person I'm speaking with?

Speaker speaker\_1: Hi, Pearl. My name is Christopher Okolo. How are you?

Speaker speaker\_0: I'm good. And yourself?

Speaker speaker\_1: Ah, it's too much trouble for me now. So, um, we submitted, you know, our policy we had, we got from, from Oxford as part of, you know, as our insurance for an IVF program and then we are called and told that, you know, that, um, that, that the, that the card doesn't support IVF and they asked us to call you guys. So, is there any, any, is there, do you have any, do you have any other policy that we can use that supports IVF?

Speaker speaker\_0: Give me one second. You said I-V-F?

Speaker speaker\_1: IVF, yes. IVF is in, in-vitro fertility.

Speaker speaker\_0: No, sir. We don't.

Speaker speaker\_1: Uh-huh. So that's going to be a big problem because we want to see if we can use it for the IVF program.

Speaker speaker\_0: Um, what's the name of the staffing agency you work for?

Speaker speaker\_1: Oxford.

Speaker speaker\_0: Oxford. Let's... No, sir. Unfortunately, there isn't a plan that would cover that service.

Speaker speaker\_1: Huh? Okay, that's cool. Thank you so much.

Speaker speaker\_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker\_1: All right. Bye.