# Transcript: Pearl Rojas-5786914723119104-6597883602845696

## Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Hello, I'm Harry, calling from the provider office, uh, to check the claim status. All right, and what's the name of the member? Uh, Cirillia X. Alexandre. Felix Alexandre? No, Cirillia, Cirillia Alexandre. Okay, the first name is Sidney? C-I-R-I-L-L-I-A. And the last name is A-L-E-X-A-N-D-R-E. Okay, spell that first name for me again. I'm not showing anything. The first name or the surname? Yes, first name. First name, yeah. Uh, C as in Charlie, I as in India, R as in Romeo, I as in India, L as in Lima, L as in Lima, I as in India, A as in Alpha. And do you know if that's a dependent or if that's a, a policyholder? That's the, that's the patient, uh, and also he's the insured, uh, number. Okay, but I, I understand that he's the patient, but do you know if the policy's his policy or if he's a dependent? His policy. If you need the policy group member, I will just give you. That doesn't work for me. Um... Uh, I have insured ID number. No, I need the, the name and date of birth but I'm not showing anything with the name that you're giving me. Just one moment, let me check the ID card. Okay, uh, it was the same name in the ID card but it is not L-L-I, it is L-I-A. Could you please, uh, write the name again? C as in Charlie, I as in India, R as in Romeo, I as in India, L as in Lima, I as in India, A as in Alpha. All right, and what's the date of birth? Uh, the date of birth is... One moment. 07/18/1992. All righty, and what's the date of service? 11/11/2024 with a bill amount of $315 even. Give me one moment. All right. For this date of service the member had preventative health services only. Okay. I didn't get it. Uh, could you please tell me that briefly? For that date of service the c- the only coverage the member had was for preventative health. Okay. You mean... Since there is no coverage for the medical, you're saying that? Yep. Correct. There is no medical coverage. Correct. Okay. Uh, when was the patient's, uh, medical coverage effected it? Um, let me see. The member has only ever had preventative health. They've n- they have never been enrolled, enrolled in medical. Okay. Could you please spell your name? P-E-A-R-L. Our reference number for this call? 042125. I'm sorry. Pearl R. 042125. Yeah. It was nice talking, Pearl. Have a good day. Bye-bye. You as well. Thank you so much for calling us.

## Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Hello, I'm Harry, calling from the provider office, uh, to check the claim status.

Speaker speaker_0: All right, and what's the name of the member?

Speaker speaker_1: Uh, Cirillia X. Alexandre.

Speaker speaker_0: Felix Alexandre?

Speaker speaker_1: No, Cirillia, Cirillia Alexandre.

Speaker speaker_0: Okay, the first name is Sidney?

Speaker speaker_1: C-I-R-I-L-L-I-A. And the last name is A-L-E-X-A-N-D-R-E.

Speaker speaker_0: Okay, spell that first name for me again. I'm not showing anything.

Speaker speaker_1: The first name or the surname?

Speaker speaker_0: Yes, first name.

Speaker speaker_1: First name, yeah. Uh, C as in Charlie, I as in India, R as in Romeo, I as in India, L as in Lima, L as in Lima, I as in India, A as in Alpha.

Speaker speaker_0: And do you know if that's a dependent or if that's a, a policyholder?

Speaker speaker_1: That's the, that's the patient, uh, and also he's the insured, uh, number.

Speaker speaker_0: Okay, but I, I understand that he's the patient, but do you know if the policy's his policy or if he's a dependent?

Speaker speaker_1: His policy. If you need the policy group member, I will just give you.

Speaker speaker_0: That doesn't work for me. Um...

Speaker speaker_1: Uh, I have insured ID number.

Speaker speaker_0: No, I need the, the name and date of birth but I'm not showing anything with the name that you're giving me.

Speaker speaker_1: Just one moment, let me check the ID card. Okay, uh, it was the same name in the ID card but it is not L-L-I, it is L-I-A. Could you please, uh, write the name again? C as in Charlie, I as in India, R as in Romeo, I as in India, L as in Lima, I as in India, A as in Alpha.

Speaker speaker_0: All right, and what's the date of birth?

Speaker speaker_1: Uh, the date of birth is... One moment. 07/18/1992.

Speaker speaker_0: All righty, and what's the date of service?

Speaker speaker_1: 11/11/2024 with a bill amount of $315 even.

Speaker speaker_0: Give me one moment. All right. For this date of service the member had preventative health services only.

Speaker speaker_1: Okay. I didn't get it. Uh, could you please tell me that briefly?

Speaker speaker_0: For that date of service the c- the only coverage the member had was for preventative health.

Speaker speaker_1: Okay. You mean... Since there is no coverage for the medical, you're saying that?

Speaker speaker_0: Yep. Correct.

Speaker speaker_1: There is no medical coverage.

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. Uh, when was the patient's, uh, medical coverage effected it?

Speaker speaker_0: Um, let me see. The member has only ever had preventative health. They've n- they have never been enrolled, enrolled in medical.

Speaker speaker_1: Okay. Could you please spell your name?

Speaker speaker_0: P-E-A-R-L.

Speaker speaker_1: Our reference number for this call?

Speaker speaker_0: 042125. I'm sorry. Pearl R. 042125.

Speaker speaker_1: Yeah. It was nice talking, Pearl. Have a good day. Bye-bye.

Speaker speaker_0: You as well. Thank you so much for calling us.