

Transcript: Pearl

Rojas-5909698747613184-4875491292266496

Full Transcript

Good morning. Thank you for calling Benefits in a Card. My name is Pearl, who would I like the pleasure of speaking with? Hi, my name is Dionne calling from a provider's office. I would like your assistance with a claim, please. All righty. And what's the name of the member? Timothy Haffner, date of birth 12/30/1973. Bear with me one moment. Can you repeat the date of birth for me? 12/30/1973. And Haffner is H-A-F-F-N-E-R? H-A-F-N-E-R. H-A-F-N-E-R. Okay. Uh-huh. Ooh, where is it? Oh, lord. Would you like the policy number? No, ma'am. Give me one moment. Okay. And what's the date of service? 10/01/24. And the bill amount is... \$233 even. Yeah. What kind of service was this? It was for medical. Medical? Okay, I do show the member with active medical coverage for that day. Let me go ahead and transfer you over to the insurance carrier so you can get further assistance. Okay? Thank you. No problem. Thank you so much for calling. You have a great day. You too.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling Benefits in a Card. My name is Pearl, who would I like the pleasure of speaking with?

Speaker speaker_1: Hi, my name is Dionne calling from a provider's office. I would like your assistance with a claim, please.

Speaker speaker_0: All righty. And what's the name of the member?

Speaker speaker_1: Timothy Haffner, date of birth 12/30/1973.

Speaker speaker_0: Bear with me one moment. Can you repeat the date of birth for me?

Speaker speaker_1: 12/30/1973.

Speaker speaker_0: And Haffner is H-A-F-F-N-E-R?

Speaker speaker_1: H-A-F-N-E-R.

Speaker speaker_0: H-A-F-N-E-R. Okay.

Speaker speaker_1: Uh-huh. Ooh, where is it? Oh, lord. Would you like the policy number?

Speaker speaker_0: No, ma'am. Give me one moment.

Speaker speaker_1: Okay.

Speaker speaker_0: And what's the date of service?

Speaker speaker_1: 10/01/24. And the bill amount is... \$233 even.

Speaker speaker_0: Yeah. What kind of service was this?

Speaker speaker_1: It was for medical.

Speaker speaker_0: Medical? Okay, I do show the member with active medical coverage for that day. Let me go ahead and transfer you over to the insurance carrier so you can get further assistance. Okay?

Speaker speaker_1: Thank you.

Speaker speaker_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_1: You too.