

## Transcript: Pearl

**Rojas-5917758239588352-4545572996169728**

### Full Transcript

Hi. Good afternoon. Thanks for calling Benefits in a Card. My name is Pearl, who may I please be speaking with? Um, this is Renee Dean at Cleaver Medical Group. Can I place this to you? Um, I have a patient here who's a new patient and we're just trying to see if his insur- if he actually ha- does he have, um, healthcare insurance with you guys? Okay, what's his name? Um, let's see. The date of birth is 9-22-1980 and it's Donald Durhan. D-U-R-H-A-N. D-R-A-H-A-N. Oh, we have it different in here. Let's see here. Did you get it pulled up? You said, uh, spell it I think we're reading. It's D-R-A-H-A-N. Not showing an account. Now you said Donald, D-O-N-A-L-D, D-U-R-H-A-N? Yes, ma'am. Give me one moment. No, I'm not showing an account with that name. Um, is, um, is he there with you? He is. Can I speak with him then? Um, if you could just ask him the name of the staffing agency and his- the last four of his Social. Uh, you just need the last four of his Social? And the name of the staffing agency he works for. Okay, what agency do you work for? Uh, uh, Work Smart Staffing. Work Smart Staffing? And the last four of your Social. The last four of your Social. 9-4-2-9. 9-4-2-9. Okay, let's... Here we go. So as far as medical, he only has preventative health services. Okay. Here's your card, by the way. Okay. All right, and... So is that for dermatology? Um, let me get you over to the insurance carrier. I don't believe... I believe it's only preventative health. But let me get you over to the actual carrier to confirm, okay? Oh, okay. All right. Thank you. Thank you so much for calling. Have a great day. Yes, ma'am.

### Conversation Format

Speaker speaker\_0: Hi. Good afternoon. Thanks for calling Benefits in a Card. My name is Pearl, who may I please be speaking with?

Speaker speaker\_1: Um, this is Renee Dean at Cleaver Medical Group.

Speaker speaker\_0: Can I place this to you?

Speaker speaker\_1: Um, I have a patient here who's a new patient and we're just trying to see if his insur- if he actually ha- does he have, um, healthcare insurance with you guys?

Speaker speaker\_0: Okay, what's his name?

Speaker speaker\_1: Um, let's see. The date of birth is 9-22-1980 and it's Donald Durhan. D-U-R-H-A-N.

Speaker speaker\_2: D-R-A-H-A-N.

Speaker speaker\_1: Oh, we have it different in here. Let's see here. Did you get it pulled up?

Speaker speaker\_0: You said, uh, spell it I think we're reading.

Speaker speaker\_1: It's D-R-A-H-A-N.

Speaker speaker\_0: Not showing an account. Now you said Donald, D-O-N-A-L-D, D-U-R-H-A-N?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Give me one moment. No, I'm not showing an account with that name. Um, is, um, is he there with you?

Speaker speaker\_1: He is.

Speaker speaker\_0: Can I speak with him then? Um, if you could just ask him the name of the staffing agency and his- the last four of his Social.

Speaker speaker\_1: Uh, you just need the last four of his Social?

Speaker speaker\_0: And the name of the staffing agency he works for.

Speaker speaker\_1: Okay, what agency do you work for?

Speaker speaker\_2: Uh, uh, Work Smart Staffing.

Speaker speaker\_1: Work Smart Staffing?

Speaker speaker\_0: And the last four of your Social.

Speaker speaker\_1: The last four of your Social.

Speaker speaker\_2: 9-4-2-9.

Speaker speaker\_1: 9-4-2-9.

Speaker speaker\_0: Okay, let's... Here we go. So as far as medical, he only has preventative health services.

Speaker speaker\_1: Okay. Here's your card, by the way. Okay. All right, and... So is that for dermatology?

Speaker speaker\_0: Um, let me get you over to the insurance carrier. I don't believe... I believe it's only preventative health. But let me get you over to the actual carrier to confirm, okay?

Speaker speaker\_1: Oh, okay. All right. Thank you.

Speaker speaker\_0: Thank you so much for calling. Have a great day.

Speaker speaker\_1: Yes, ma'am.