

Transcript: Pearl

Rojas-5937530016153600-5611334363561984

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who may I please speak with? Hi, Pearl. My name's Jennifer, I'm with Mount Carmel Medical Group. I need to verify coverage of a patient. And what's the part- um, member's name? It's Robert Arnold, date of birth is 8-31-1961. You said 8-31-61? Yes. And what is the date of service? T- today. Okay, um, I'm not showing Mr. Arnold with any coverage. Okay. That's what I needed. Thank you. Thank you for calling, have a good day. Mm-hmm, bye.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who may I please speak with?

Speaker speaker_1: Hi, Pearl. My name's Jennifer, I'm with Mount Carmel Medical Group. I need to verify coverage of a patient.

Speaker speaker_0: And what's the part- um, member's name?

Speaker speaker_1: It's Robert Arnold, date of birth is 8-31-1961.

Speaker speaker_0: You said 8-31-61?

Speaker speaker_1: Yes.

Speaker speaker_0: And what is the date of service?

Speaker speaker_1: T- today.

Speaker speaker_0: Okay, um, I'm not showing Mr. Arnold with any coverage.

Speaker speaker_1: Okay. That's what I needed. Thank you.

Speaker speaker_0: Thank you for calling, have a good day.

Speaker speaker_1: Mm-hmm, bye.