

Transcript: Pearl

Rojas-5949316005019648-6463528615723008

Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl Hood. Who can I please finish speaking with? Hi, Pearl. My name is Shana. Um, I'm calling actually from the facility. I was trying to do prior authorization for a patient or to see if she was covered for medical under her- Okay. ... 90-degree plan. Wait, so she has a 90-degree benefit card? Yes. Is, uh... That plan is, um, preventative only, but I can definitely take a look and make sure, see if she doesn't have another plan- Okay. ... we can give her a card for. What's her name? Oh, okay. Um, her name is Dottie Donley. D-O-N-L-E-Y. And I don't know her- Um, so it's D-O-T-T- D-O-T-T-I-E. D-O-N-L-E-Y you said, correct? Yes. Mm-hmm. And a date of birth? Uh, her date of birth is, let's see. Se- September 14th, 1973. All right. And, yes, so I have her with preventative health only. Um... Oh. So that's, yeah, it's just preventative health services. Okay. Okay. All right. Is there a call reference number or your name? Of course. Pearl R., 32825. And I'm sorry, what did you say your name was? Shana, S-H-A-N-A. The last initial is T as in Tom. All righty. Then I think this is it. All right. Well, no, that's gonna be it. I appreciate it. No problem. Thank you so much for calling. Have a good day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl Hood. Who can I please finish speaking with?

Speaker speaker_1: Hi, Pearl. My name is Shana. Um, I'm calling actually from the facility. I was trying to do prior authorization for a patient or to see if she was covered for medical under her-

Speaker speaker_0: Okay.

Speaker speaker_1: ... 90-degree plan.

Speaker speaker_0: Wait, so she has a 90-degree benefit card?

Speaker speaker_1: Yes.

Speaker speaker_0: Is, uh... That plan is, um, preventative only, but I can definitely take a look and make sure, see if she doesn't have another plan-

Speaker speaker_1: Okay.

Speaker speaker_0: ... we can give her a card for. What's her name?

Speaker speaker_1: Oh, okay. Um, her name is Dottie Donley. D-O-N-L-E-Y. And I don't know her-

Speaker speaker_0: Um, so it's D-O-T-T-

Speaker speaker_1: D-O-T-T-I-E.

Speaker speaker_0: D-O-N-L-E-Y you said, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Mm-hmm. And a date of birth?

Speaker speaker_1: Uh, her date of birth is, let's see. Se- September 14th, 1973.

Speaker speaker_0: All right. And, yes, so I have her with preventative health only. Um...

Speaker speaker_1: Oh.

Speaker speaker_0: So that's, yeah, it's just preventative health services.

Speaker speaker_1: Okay. Okay. All right. Is there a call reference number or your name?

Speaker speaker_0: Of course. Pearl R., 32825. And I'm sorry, what did you say your name was?

Speaker speaker_1: Shana, S-H-A-N-A. The last initial is T as in Tom.

Speaker speaker_0: All righty. Then I think this is it.

Speaker speaker_1: All right. Well, no, that's gonna be it. I appreciate it.

Speaker speaker_0: No problem. Thank you so much for calling. Have a good day.

Speaker speaker_1: You too. Bye-bye.