

## Transcript: Pearl

**Rojas-5990149228642304-6382415772434432**

### Full Transcript

Hi, good afternoon. Good morning. Thank you for calling Benefits Center Card. My name is Pearl, it's a pleasure speaking with. Yeah, good morning. Hi, this is Jack calling from provider's office to check the claim status. Good morning. What's the name of the member? The member's name is Terrence C. West. Terrence West? Yeah. Date of birth. State of birth is October 17th, 1977. All righty. And date of service? Date of service is December 19th, 2024. The billed amount is \$109 even. All righty, let's take a look here. December 19th. And was this medical or dental coverage? Uh, dental services? Medical. Okay. Do I have the member with active medical coverage? Let me get you over to the insurance carrier so they can, um, check on that claim status, okay? Okay. Thank you so much for calling. You have a great day. Yeah. Thank you.

### Conversation Format

Speaker speaker\_0: Hi, good afternoon. Good morning. Thank you for calling Benefits Center Card. My name is Pearl, it's a pleasure speaking with.

Speaker speaker\_1: Yeah, good morning. Hi, this is Jack calling from provider's office to check the claim status.

Speaker speaker\_0: Good morning. What's the name of the member?

Speaker speaker\_1: The member's name is Terrence C. West.

Speaker speaker\_0: Terrence West?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Date of birth.

Speaker speaker\_1: State of birth is October 17th, 1977.

Speaker speaker\_0: All righty. And date of service?

Speaker speaker\_1: Date of service is December 19th, 2024. The billed amount is \$109 even.

Speaker speaker\_0: All righty, let's take a look here. December 19th. And was this medical or dental coverage? Uh, dental services?

Speaker speaker\_1: Medical.

Speaker speaker\_0: Okay. Do I have the member with active medical coverage? Let me get you over to the insurance carrier so they can, um, check on that claim status, okay?

Speaker speaker\_1: Okay.

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

Speaker speaker\_1: Yeah. Thank you.