

Transcript: Pearl

Rojas-6025998189510656-6131302935871488

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Hi. Um, yes, ma'am. Uh, my name's Elizabeth. I'm, uh, from Klyburn Center. Klyburn Center. And how can I assist you? Yes, ma'am. We're just trying to, um, check the eligibility status of a patient's, um, insurance card. Okay. What's the member's name? Um, Mr. Mac Simpkins III. Mac Simp- Mac Simpkins. Okay. Yes, ma'am. Spell that last name for me. Um, S-I-M-P-K-I-N-S. And Max. M-A-X- M-A-C-S... C-K. I'm sorry. M-A-C-K. Excuse me. And if you can just verify that date of birth for me. Yes, ma'am. That is 04-13-1977. All righty. And what's the date of service? I'm sorry? Date of service. Um, today. Okay. So today, I am ... sure the c- the member with active medical, preventative health, medical and preventative health. Okay. So it is active? Yes, ma'am. Okay. Thank you so much. Um, can I get a reference number, please? Of course. It is Pearl R. Um- Pearl R? Like- Yes. P-E-A-R-L- ... and then the letter R? Yes. And then 12-23-24. 24. Okay. Awesome. Thank you so much. I really appreciate it. You have a great day. You as well. Thank you so much for your calling. Have a good day. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_2: Hi. Um, yes, ma'am. Uh, my name's Elizabeth. I'm, uh, from Klyburn Center.

Speaker speaker_1: Klyburn Center. And how can I assist you?

Speaker speaker_2: Yes, ma'am. We're just trying to, um, check the eligibility status of a patient's, um, insurance card.

Speaker speaker_1: Okay. What's the member's name?

Speaker speaker_2: Um, Mr. Mac Simpkins III.

Speaker speaker_1: Mac Simp- Mac Simpkins. Okay. Yes, ma'am. Spell that last name for me.

Speaker speaker_2: Um, S-I-M-P-K-I-N-S.

Speaker speaker_1: And Max. M-A-X-

Speaker speaker_2: M-A-C-S... C-K. I'm sorry. M-A-C-K.

Speaker speaker_1: Excuse me. And if you can just verify that date of birth for me.

Speaker speaker_2: Yes, ma'am. That is 04-13-1977.

Speaker speaker_1: All righty. And what's the date of service?

Speaker speaker_2: I'm sorry?

Speaker speaker_1: Date of service.

Speaker speaker_2: Um, today.

Speaker speaker_1: Okay. So today, I am ... sure the c- the member with active medical, preventative health, medical and preventative health.

Speaker speaker_2: Okay. So it is active?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. Thank you so much. Um, can I get a reference number, please?

Speaker speaker_1: Of course. It is Pearl R. Um-

Speaker speaker_2: Pearl R? Like-

Speaker speaker_1: Yes.

Speaker speaker_2: P-E-A-R-L- ... and then the letter R?

Speaker speaker_1: Yes. And then 12-23-24.

Speaker speaker_2: 24. Okay. Awesome. Thank you so much. I really appreciate it. You have a great day.

Speaker speaker_1: You as well. Thank you so much for your calling.

Speaker speaker_2: Have a good day. Thank you. Bye-bye.