

Transcript: Pearl

Rojas-6059938731573248-5901299819528192

Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who may I have the pleasure of speaking with? Hi, my name is Anna. I'm calling for United Health Centers. Please note this call is being recorded and monitored for quality and training purposes, and I am calling to check on a client status. Okay, and what's the name of the member? The first name is Cesar and last name is Mathias. Cesar Matthews? Last name is M-S as in Mike, A-S as in alpha, C-S as in Charlie, I-S as in ice cream, E-S as in alpha, S-S as in Sierra. Okay, give me one moment. Yeah, okay. And the first name is just C-E-S-A-R? It's C-A-E-S-A-R. Sorry for my mistake, it's C-A-E-S-A-R. Mm-kay. Give me one moment. Okay, Pearl. And do you know if this is a dependent on the account, or if it's the policyholder? It's the policyholder. Okay, bear with me one moment. Mm-mmm. And do they have a, another last name or is it just that one you provided? See, that one I provided. There isn't any other last name. Okay, I'm not finding an account with that name. You said the last name is M-A-C-I-E-A-S? No, it's M-A-C-I-E-A-S. There isn't E. It's A-S. Okay, just one moment. Okay. Yep, I'm not finding an account with that name. Just a moment. Could you please verify it with the date of service or total billed amount? If I, uh, I have to be able to find an account and it's not, there's not one coming up with the name. Okay, just a moment. Could you please provide the received date? I'm sorry, which date? Received date. Received date? Yes. I can't, I can't give you any information if I can't find an account, ma'am. Okay. Uh, could you please provide the caller reference number? Of course, it's Pearl, P-E-A-R-L R022725. Can I confirm the caller reference number? Good. It's P-E-A-R-L R022725. Is that right? Yes, ma'am. Thank you for assistance. Well, have a great day. You as well. Thank you so much for calling.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who may I have the pleasure of speaking with?

Speaker speaker_1: Hi, my name is Anna. I'm calling for United Health Centers. Please note this call is being recorded and monitored for quality and training purposes, and I am calling to check on a client status.

Speaker speaker_0: Okay, and what's the name of the member?

Speaker speaker_1: The first name is Cesar and last name is Mathias.

Speaker speaker_0: Cesar Matthews?

Speaker speaker_1: Last name is M-S as in Mike, A-S as in alpha, C-S as in Charlie, I-S as in ice cream, E-S as in alpha, S-S as in Sierra.

Speaker speaker_0: Okay, give me one moment.

Speaker speaker_1: Yeah, okay.

Speaker speaker_0: And the first name is just C-E-S-A-R?

Speaker speaker_1: It's C-A-E-S-A-R. Sorry for my mistake, it's C-A-E-S-A-R.

Speaker speaker_0: Mm-kay. Give me one moment.

Speaker speaker_1: Okay, Pearl.

Speaker speaker_0: And do you know if this is a dependent on the account, or if it's the policyholder?

Speaker speaker_1: It's the policyholder.

Speaker speaker_0: Okay, bear with me one moment. Mm-mmm. And do they have a, another last name or is it just that one you provided?

Speaker speaker_1: See, that one I provided. There isn't any other last name.

Speaker speaker_0: Okay, I'm not finding an account with that name. You said the last name is M-A-C-I-E-A-S?

Speaker speaker_1: No, it's M-A-C-I-E-A-S. There isn't E. It's A-S.

Speaker speaker_0: Okay, just one moment.

Speaker speaker_1: Okay.

Speaker speaker_0: Yep, I'm not finding an account with that name.

Speaker speaker_1: Just a moment. Could you please verify it with the date of service or total billed amount?

Speaker speaker_0: If I, uh, I have to be able to find an account and it's not, there's not one coming up with the name.

Speaker speaker_1: Okay, just a moment. Could you please provide the received date?

Speaker speaker_0: I'm sorry, which date?

Speaker speaker_1: Received date.

Speaker speaker_0: Received date?

Speaker speaker_1: Yes.

Speaker speaker_0: I can't, I can't give you any information if I can't find an account, ma'am.

Speaker speaker_1: Okay. Uh, could you please provide the caller reference number?

Speaker speaker_0: Of course, it's Pearl, P-E-A-R-L R022725.

Speaker speaker_1: Can I confirm the caller reference number? Good. It's P-E-A-R-L R022725. Is that right?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Thank you for assistance. Well, have a great day.

Speaker speaker_0: You as well. Thank you so much for calling.