

Transcript: Pearl

Rojas-6287355481866240-6442974545362944

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Brooke Swanson. And how can I assist you? Um, well, I was wondering... I signed up for the behavioral health, um, thinking it would cover my nurse who prescribes my behavioral health medications. Mm-hmm. But is it just for counseling, like virtual counseling and nothing else? Um, let me give it to over to insurance carrier to- to confirm that information. I'm not really sure, um, all what it covers. Okay. Thank you. I know it does cover the virtual counseling, but I'm not sure what else it does. Give me one moment. Okay. All right. Thank you. Thank you so much for calling. You have a great day. You too.

Conversation Format

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

Speaker speaker_1: Brooke Swanson.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, well, I was wondering... I signed up for the behavioral health, um, thinking it would cover my nurse who prescribes my behavioral health medications.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: But is it just for counseling, like virtual counseling and nothing else?

Speaker speaker_0: Um, let me give it to over to insurance carrier to- to confirm that information. I'm not really sure, um, all what it covers.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: I know it does cover the virtual counseling, but I'm not sure what else it does. Give me one moment.

Speaker speaker_1: Okay. All right. Thank you.

Speaker speaker_0: Thank you so much for calling. You have a great day.

Speaker speaker_1: You too.