

Transcript: Pearl

Rojas-6326620071182336-4641536024821760

Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hudson. Who are you speaking with? Um, my name is Theresa and I'm calling from Cornerstone Dental. How are you? I am great. And yourself? Very good, thank you. Um, so I am calling because we received a letter from American Public Life Insurance Company for one of our patients, um, saying that they are waiting to confirm eligibility with you guys or something? I'm confused. Okay. What's the name of the member? It's a Jacob Whitney. Okay. And date of birth? 11/3/95. All righty. And date of service? Uh, 1/14/25. Okay. I'm showing the member with active medical coverage. Let me go ahead and get you over to the insurance carrier to check on that claim status. Okay? Thank you. No problem. 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 Hudson. Who are you speaking with?

Speaker speaker_1: Um, my name is Theresa and I'm calling from Cornerstone Dental. How are you?

Speaker speaker_0: I am great. And yourself?

Speaker speaker_1: Very good, thank you. Um, so I am calling because we received a letter from American Public Life Insurance Company for one of our patients, um, saying that they are waiting to confirm eligibility with you guys or something? I'm confused.

Speaker speaker_0: Okay. What's the name of the member?

Speaker speaker_1: It's a Jacob Whitney.

Speaker speaker_0: Okay. And date of birth?

Speaker speaker_1: 11/3/95.

Speaker speaker_0: All righty. And date of service?

Speaker speaker_1: Uh, 1/14/25.

Speaker speaker_0: Okay. I'm showing the member with active medical coverage. Let me go ahead and get you over to the insurance carrier to check on that claim status. Okay?

Speaker speaker_1: Thank you.

Speaker speaker_0: No problem. Have a great day.

Speaker speaker_1: You too.