

## **Transcript: Pearl**

**Rojas-6461550883717120-6448384585973760**

### **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 would I advise you speaking with? My name is Anna. Hi, can I help you this evening, Anna? Yes, I received a, um, notice in the mail for a patient stating that, um, they are awaiting information to confirm eligibility from Benefits in a Card. Um, and I was just calling to see if there was any way you could explain kind of what this is, or... Okay, what's the name of the member? It's Ricky Hokes. Okay. And then Ricky, R-I-C-K-Y? Yes. And then Hokes, H-O-K-E-S? Yes. Oh, give me one second, I'm not showing an account. And... Let's see. Okay, so I did find an account. Can you confirm the date of birth for me? It is 1/16 of '81. Okay, and the date of service? Let's see, um, 11/18 of '24. Okay, and what kind of assignment was this? I'm sorry? Uh, was it a medical, dental, vision? Dental. Dental, okay. So I am showing active dental coverage for that day. Let me... Hmm. Okay, let me get you over to an insurance carrier, see if they can assist you with that, um, notice you received 'cause you did have active coverage on that date. Bear with me just one moment- Okay. ... my place is doing a free call while I get you over. All right, thank you. And I'm, I'm sorry, you said your name was? Anna. Anna. All righty, bear with me one moment.

### **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 would I advise you speaking with?

Speaker speaker\_2: My name is Anna.

Speaker speaker\_1: Hi, can I help you this evening, Anna?

Speaker speaker\_2: Yes, I received a, um, notice in the mail for a patient stating that, um, they are awaiting information to confirm eligibility from Benefits in a Card. Um, and I was just calling to see if there was any way you could explain kind of what this is, or...

Speaker speaker\_1: Okay, what's the name of the member?

Speaker speaker\_2: It's Ricky Hokes.

Speaker speaker\_1: Okay. And then Ricky, R-I-C-K-Y?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And then Hokes, H-O-K-E-S?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Oh, give me one second, I'm not showing an account. And... Let's see. Okay, so I did find an account. Can you confirm the date of birth for me?

Speaker speaker\_2: It is 1/16 of '81.

Speaker speaker\_1: Okay, and the date of service?

Speaker speaker\_2: Let's see, um, 11/18 of '24.

Speaker speaker\_1: Okay, and what kind of assignment was this?

Speaker speaker\_2: I'm sorry?

Speaker speaker\_1: Uh, was it a medical, dental, vision?

Speaker speaker\_2: Dental.

Speaker speaker\_1: Dental, okay. So I am showing active dental coverage for that day. Let me... Hmm. Okay, let me get you over to an insurance carrier, see if they can assist you with that, um, notice you received 'cause you did have active coverage on that date. Bear with me just one moment-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... my place is doing a free call while I get you over.

Speaker speaker\_2: All right, thank you.

Speaker speaker\_1: And I'm, I'm sorry, you said your name was?

Speaker speaker\_2: Anna.

Speaker speaker\_1: Anna. All righty, bear with me one moment.