

Transcript: Pearl

Rojas-6715659003150336-4780824688902144

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits In A-Card. My name is Pearl. Who can I have the pleasure of speaking with? Hey, my name is Leo. I'm calling from provider's office. I'm looking for the claim status. All righty. And what's the name of the member? The member first name is Marie and the last name is Desir. Spelled... First name spelled as M-A-R-I-E. And the last name spelled as D-E-S-I-R. Okay, date of birth? Date of birth is April 8th, 1971. All righty. And date of coverage? Date of coverage is... It's, uh, September 13th, 2024. All righty. Member with active medical, dental and vision. Let me transfer you over to the insurance carrier so they can confirm that claim status. Okay? Okay. Thank you so much for calling. You have a great day.

Conversation Format

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

Speaker speaker_1: Hi, good morning. Thank you for calling Benefits In A-Card. My name is Pearl. Who can I have the pleasure of speaking with?

Speaker speaker_2: Hey, my name is Leo. I'm calling from provider's office. I'm looking for the claim status.

Speaker speaker_1: All righty. And what's the name of the member?

Speaker speaker_2: The member first name is Marie and the last name is Desir. Spelled... First name spelled as M-A-R-I-E. And the last name spelled as D-E-S-I-R.

Speaker speaker_1: Okay, date of birth?

Speaker speaker_2: Date of birth is April 8th, 1971.

Speaker speaker_1: All righty. And date of coverage?

Speaker speaker_2: Date of coverage is... It's, uh, September 13th, 2024.

Speaker speaker_1: All righty. Member with active medical, dental and vision. Let me transfer you over to the insurance carrier so they can confirm that claim status. Okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Thank you so much for calling. You have a great day.