

Transcript: Pearl

Rojas-6727096357666816-5272465727340544

Full Transcript

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who would have the pleasure of speaking with? Erin, Erin Ryan. And how can I assist you? I'm calling to check on a claim. All righty. And what is the name of the member? Cynthia Stone. And date of birth? 11-11-1970. Okay. And date of service? 11-7-24. All righty, I do have that member with active medical, dental and vision for that date of coverage. What kind of appointment was it? What kind of what was it? Appointment. Was it a medical appointment, dental, vision? Medical. Okay. Let me go ahead and get you over to the insurance carrier so they can check on that claim status for you. Thank you. Not a problem. Thank you so much for calling. You have a great day. You too.

Conversation Format

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

Speaker speaker_1: Erin, Erin Ryan.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: I'm calling to check on a claim.

Speaker speaker_0: All righty. And what is the name of the member?

Speaker speaker_1: Cynthia Stone.

Speaker speaker_0: And date of birth?

Speaker speaker_1: 11-11-1970.

Speaker speaker_0: Okay. And date of service?

Speaker speaker_1: 11-7-24.

Speaker speaker_0: All righty, I do have that member with active medical, dental and vision for that date of coverage. What kind of appointment was it?

Speaker speaker_1: What kind of what was it?

Speaker speaker_0: Appointment. Was it a medical appointment, dental, vision?

Speaker speaker_1: Medical.

Speaker speaker_0: Okay. Let me go ahead and get you over to the insurance carrier so they can check on that claim status for you.

Speaker speaker_1: Thank you.

Speaker speaker_0: Not a problem. Thank you so much for calling. You have a great day.

Speaker speaker_1: You too.