

Transcript: Pearl

Rojas-6744300626427904-5334039524851712

Full Transcript

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who the hell is speaking with? Uh, my name is Jessica Bintal. And how can I assist you? And I have, um, questions. I just received a bill, uh, saying, uh, that my insurance didn't cover a, uh, doctor's visit and I was wondering, uh, why. Okay. What's the name of the staffing agency you work for? MAU, uh, Solutions. And the last four digits of your social? 0508. Okay, and your address and date of birth? Uh, 1004 Northwest Fifth Street, Cooper, Texas, uh, 75432. My birthday is 8/5/87. Okay. And I have your phone number as 737-251-3362? Yes. Can I have your email address as jessicabintal05@gmail.com? Yes. Okay. And what was the date of service? Uh, it was October 8th, I think. Let me raise... You did have active coverage and, uh, was there... It was just a normal doctor's appointment? Uh, yeah. It was li- It was like a... I just needed my medicine prescriptions refilled with a, a new doctor. Um, so yeah, it was just kind of like a wellness check, I guess. Hmm. Okay, because preventative health is included, primary care visits are included. Um, you have prescription coverage. Let me get you over to- Yeah, I do have... Okay. Let me get you over to the insurance carrier, see if they can ex- to figure that out for you, okay? Okay, thank you. No problem. Bear with me one moment. And then when I get you over to... When I'm, I get you over to this line, you're gonna choose option one, okay? Okay, thank you. No problem. Thank you so much for calling.

Conversation Format

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

Speaker speaker_1: Uh, my name is Jessica Bintal.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: And I have, um, questions. I just received a bill, uh, saying, uh, that my insurance didn't cover a, uh, doctor's visit and I was wondering, uh, why.

Speaker speaker_0: Okay. What's the name of the staffing agency you work for?

Speaker speaker_1: MAU, uh, Solutions.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: 0508.

Speaker speaker_0: Okay, and your address and date of birth?

Speaker speaker_1: Uh, 1004 Northwest Fifth Street, Cooper, Texas, uh, 75432. My birthday is 8/5/87.

Speaker speaker_0: Okay. And I have your phone number as 737-251-3362?

Speaker speaker_1: Yes.

Speaker speaker_0: Can I have your email address as jessicabintal05@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And what was the date of service?

Speaker speaker_1: Uh, it was October 8th, I think.

Speaker speaker_0: Let me raise... You did have active coverage and, uh, was there... It was just a normal doctor's appointment?

Speaker speaker_1: Uh, yeah. It was li- It was like a... I just needed my medicine prescriptions refilled with a, a new doctor. Um, so yeah, it was just kind of like a wellness check, I guess.

Speaker speaker_0: Hmm. Okay, because preventative health is included, primary care visits are included. Um, you have prescription coverage. Let me get you over to-

Speaker speaker_1: Yeah, I do have... Okay.

Speaker speaker_0: Let me get you over to the insurance carrier, see if they can ex- to figure that out for you, okay?

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: No problem. Bear with me one moment. And then when I get you over to... When I'm, I get you over to this line, you're gonna choose option one, okay?

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: No problem. Thank you so much for calling.