

Transcript: Justin

Mills-4661118235885568-4574089112240128

Full Transcript

This is clear back on 1121, y'all. You're through line has been activated. We've heard you. This is John. How can I help you today? Nice. Uh, yes. I, I have a bill here, or it says, "Explanation of benefits." And it's saying that I have... that I owe \$294, but it says it's not a bill. Um, yeah. And it says- So EOBs are done with the insurance carrier. Bear with me one second, okay? Yeah. It's a patient responsibility, \$294.

Conversation Format

Speaker speaker_0: This is clear back on 1121, y'all.

Speaker speaker_1: You're through line has been activated. We've heard you. This is John. How can I help you today? Nice.

Speaker speaker_0: Uh, yes. I, I have a bill here, or it says, "Explanation of benefits." And it's saying that I have... that I owe \$294, but it says it's not a bill.

Speaker speaker_1: Um, yeah.

Speaker speaker_0: And it says-

Speaker speaker_1: So EOBs are done with the insurance carrier. Bear with me one second, okay?

Speaker speaker_0: Yeah. It's a patient responsibility, \$294.