

## **Transcript: Justin**

**Mills-4792243890110464-5467340003033088**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Records. This is Justin. How can I help you today? Yes, hi. Um, this is Ayobami Ojo. I'm calling because I did... I went for the preventive test that was recommended when I went for my physical, and then they send me the bill because they said you guys did not pay for it, so... And I've been calling, I don't know why. Okay. Um, what's the staffing agency you work for? I work for Accra. Okay. So, Accra. And I send it with... Yeah. I send it to them also. They told me that, uh, I should send it directly to 90 Degrees Benefits. Okay, let's see. And what was the date of service? Um, it's five... Hold on. Let me look. 5/18. You said 5/8/10? 18. 518. Oh, 518. Okay, so May 18th. Mm-hmm. So you had active coverage during that time. So bear with me one second, okay? Sure.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits and Records. This is Justin. How can I help you today?

Speaker speaker\_2: Yes, hi. Um, this is Ayobami Ojo. I'm calling because I did... I went for the preventive test that was recommended when I went for my physical, and then they send me the bill because they said you guys did not pay for it, so... And I've been calling, I don't know why.

Speaker speaker\_1: Okay. Um, what's the staffing agency you work for?

Speaker speaker\_2: I work for Accra.

Speaker speaker\_1: Okay. So, Accra.

Speaker speaker\_2: And I send it with... Yeah. I send it to them also. They told me that, uh, I should send it directly to 90 Degrees Benefits.

Speaker speaker\_1: Okay, let's see. And what was the date of service?

Speaker speaker\_2: Um, it's five... Hold on. Let me look. 5/18.

Speaker speaker\_1: You said 5/8/10?

Speaker speaker\_2: 18. 518.

Speaker speaker\_1: Oh, 518. Okay, so May 18th.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: So you had active coverage during that time. So bear with me one second, okay?

Speaker speaker\_2: Sure.