

Transcript: Justin

Mills-4838715550121984-5073749058043904

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Um, hi, Justin. I am calling from provider's office. We received an explanation of benefits and, uh, with no payment and it's, uh, said it was waiting for a card. Benefits and a Card. I don't... Uh, a little confused on that. Yeah. Um, so EOBs are done with the insurance carrier. Just bear with me one second, okay? Okay. Okay.

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 a Card. This is Justin. How can I help you today?

Speaker speaker_2: Um, hi, Justin. I am calling from provider's office. We received an explanation of benefits and, uh, with no payment and it's, uh, said it was waiting for a card. Benefits and a Card. I don't... Uh, a little confused on that.

Speaker speaker_1: Yeah. Um, so EOBs are done with the insurance carrier. Just bear with me one second, okay?

Speaker speaker_2: Okay. Okay.