

Transcript: Justin

Mills-4894301822074880-5145692968796160

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? Hi, Justin. My name is Louise and I work at a clinic, and I'm trying to verify eligibility and I... they didn't give me an option to... which one to push for eligibility. No worries. Uh, what's... what's the patient first and last name? First name is Zina, Z-I-N-A. Last name, C-A-B-A-T-O-N-E. Can you fill that paper out for me real quick? And spell the last name for me one more time, I'm sorry. C-A-B-A-T-O-N-E. Okay. And the date of birth? 6/10/65. All right, so let's see. So, it looks like the coverage was canceled as of July 1st of 2024. Um... They were enrolled into preventative healthcare services from July 3rd of 2023 to June 30th of 2024. Okay. So, she probably doesn't know she doesn't have okay, I will call and let her know, okay? Awesome. Well, is there anything else I could help you out with today? Nope, that's it. I appreciate your time. You're welcome. You have a great day, okay? You too. Thank you. Bye-bye. Bye-bye.

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: Hi, Justin. My name is Louise and I work at a clinic, and I'm trying to verify eligibility and I... they didn't give me an option to... which one to push for eligibility.

Speaker speaker_1: No worries. Uh, what's... what's the patient first and last name?

Speaker speaker_2: First name is Zina, Z-I-N-A. Last name, C-A-B-A-T-O-N-E.

Speaker speaker_3: Can you fill that paper out for me real quick?

Speaker speaker_1: And spell the last name for me one more time, I'm sorry.

Speaker speaker_2: C-A-B-A-T-O-N-E.

Speaker speaker_1: Okay. And the date of birth?

Speaker speaker_2: 6/10/65.

Speaker speaker_1: All right, so let's see. So, it looks like the coverage was canceled as of July 1st of 2024. Um... They were enrolled into preventative healthcare services from July 3rd

of 2023 to June 30th of 2024.

Speaker speaker_2: Okay. So, she probably doesn't know she doesn't have okay, I will call and let her know, okay?

Speaker speaker_1: Awesome. Well, is there anything else I could help you out with today?

Speaker speaker_2: Nope, that's it. I appreciate your time.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: You too. Thank you. Bye-bye.

Speaker speaker_1: Bye-bye.