

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and Records. This is Justin. How can I help you today? Hi, Justin. My name is Sarah calling from Centerra Family Medicine. I'm just trying to verify that this patient has active insurance, uh, medical insurance with you guys. Um, I was wondering if I could do that with you. Yeah. What's the patient's first and last name? Uh, her first name is Aimee. It's A-I-M-E-E. Last name is Dion. D-I-O-N. You said A-M-I-E-E, as Amy? Yeah. A-I-M-E-E. A-I-M-E. Yeah. And confirm their date of birth. 07/14/1974. Okay. So, it looks like Aimee is covered for preventative healthcare services as well as hospitals, doctors and medications. Uh, they are currently active for this week. They became active as of, let's see, January 6th of 2025. Okay. So, you said it was for preventative, and what else? Hospitals, doctors and medications. Hospitals, doctors and meds. Okay. So, this is for health insurance. And you said it was effective 1/6/25? Correct. All right. I think that's all I needed. And your name was Justin? Correct. All right. I think I'm good to go. I appreciate it. You're welcome. You have a great day, okay? You too. Bye-bye. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Records. This is Justin. How can I help you today?

Speaker speaker_1: Hi, Justin. My name is Sarah calling from Centerra Family Medicine. I'm just trying to verify that this patient has active insurance, uh, medical insurance with you guys. Um, I was wondering if I could do that with you.

Speaker speaker_0: Yeah. What's the patient's first and last name?

Speaker speaker_1: Uh, her first name is Aimee. It's A-I-M-E-E. Last name is Dion. D-I-O-N.

Speaker speaker_0: You said A-M-I-E-E, as Amy?

Speaker speaker_1: Yeah. A-I-M-E-E.

Speaker speaker_0: A-I-M-E.

Speaker speaker_1: Yeah.

Speaker speaker_0: And confirm their date of birth.

Speaker speaker_1: 07/14/1974.

Speaker speaker_0: Okay. So, it looks like Aimee is covered for preventative healthcare services as well as hospitals, doctors and medications. Uh, they are currently active for this week. They became active as of, let's see , January 6th of 2025.

Speaker speaker_1: Okay. So, you said it was for preventative, and what else?

Speaker speaker_0: Hospitals, doctors and medications.

Speaker speaker_1: Hospitals, doctors and meds. Okay. So, this is for health insurance. And you said it was effective 1/6/25?

Speaker speaker_0: Correct.

Speaker speaker_1: All right. I think that's all I needed. And your name was Justin?

Speaker speaker_0: Correct.

Speaker speaker_1: All right. I think I'm good to go. I appreciate it.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: All right. Bye-bye.