

Transcript: Justin

Mills-5088549189369856-5159919315238912

Full Transcript

Thank you for calling Benefits 100 Cards. This is Justin. How can I help you today? Uh, this is Sammy. I'm calling from the provider office to check the eligibility and benefits. What's the patient first and last name? It's, uh, Garrett Smith. Do you have the last four of their social by any chance? 'Cause I have a lot of Garrett Smiths in my system. Uh, sorry, I don't have a Social Security number. Do you have their employer? Ye- uh, I have a employee ID. Uh, who's the employee? Or employer? It should be on the ID card. It's, uh, Garrett Smith. G as in George, A as in apple, R as in Robert, R as in Robert, E as in Edward, T as in tango, T as in tango. And Smith, the last name, S-M-I-T-H.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 100 Cards. This is Justin. How can I help you today?

Speaker speaker_1: Uh, this is Sammy. I'm calling from the provider office to check the eligibility and benefits.

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

Speaker speaker_1: It's, uh, Garrett Smith.

Speaker speaker_0: Do you have the last four of their social by any chance? 'Cause I have a lot of Garrett Smiths in my system.

Speaker speaker_1: Uh, sorry, I don't have a Social Security number.

Speaker speaker_0: Do you have their employer?

Speaker speaker_1: Ye- uh, I have a employee ID.

Speaker speaker_0: Uh, who's the employee? Or employer? It should be on the ID card.

Speaker speaker_1: It's, uh, Garrett Smith. G as in George, A as in apple, R as in Robert, R as in Robert, E as in Edward, T as in tango, T as in tango. And Smith, the last name, S-M-I-T-H.