Transcript: Justin Mills-5213445423415296-6743902929600512

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hello. My name is Justin, and I'm looking for the benefits. I'm sorry. What was that again? I'm looking for the benefits. You're looking for the benefits? Mm-hmm. Correct. Okay. Um, were you wanting to be enrolled in the benefits? I'm calling from the provider's office. Okay. So you're checking on eligibility? Mm-hmm. Correct. Okay. What's the patient's first and last name? The patient's names... The patient name is Ronald Babbels. Can you spell the first and last name for me, please? That's, uh, that's R as in, uh, rainbow, O as in owl, N as in Nancy, A as in Andrew, L as in lion, D as in dog. The last name is P as in Paul, E as in echo. Again, E as in echo, D as in ball, L as in lion, E as in echo, S as in Sam. And confirm his date of birth? January 13, 1973. So let's see here. So it looks like the member's only covered for preventative healthcare services, uh, became active as of November 25th of 2024. So... right now it is an active status of patients? It is currently active, yes. Okay, perfect. From November 2024 it is active. Um, can you provide me the, um, PCP for the office visits and the deductibles? Um, so like I said, it's only covering preventative- Okay. ... healthcare services. So if anything, should be covered at 100% as long as it's preventative wise. Mm-hmm. Can you provide me a ca- a call reference number and your name? Yeah. So Justin, and then today's date. Okay, perfect. Yeah. Thank you so much. You're welcome. You have a great day. Yep. You too. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hello. My name is Justin, and I'm looking for the benefits.

Speaker speaker_0: I'm sorry. What was that again?

Speaker speaker_1: I'm looking for the benefits.

Speaker speaker_0: You're looking for the benefits?

Speaker speaker_1: Mm-hmm. Correct.

Speaker speaker_0: Okay. Um, were you wanting to be enrolled in the benefits?

Speaker speaker_1: I'm calling from the provider's office.

Speaker speaker_0: Okay. So you're checking on eligibility?

Speaker speaker_1: Mm-hmm. Correct.

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

Speaker speaker_1: The patient's names... The patient name is Ronald Babbels.

Speaker speaker_0: Can you spell the first and last name for me, please?

Speaker speaker_1: That's, uh, that's R as in, uh, rainbow, O as in owl, N as in Nancy, A as in Andrew, L as in lion, D as in dog. The last name is P as in Paul, E as in echo. Again, E as in echo, D as in ball, L as in lion, E as in echo, S as in Sam.

Speaker speaker_0: And confirm his date of birth?

Speaker speaker_1: January 13, 1973.

Speaker speaker_0: So let's see here. So it looks like the member's only covered for preventative healthcare services, uh, became active as of November 25th of 2024.

Speaker speaker_1: So... right now it is an active status of patients?

Speaker speaker_0: It is currently active, yes.

Speaker speaker_1: Okay, perfect. From November 2024 it is active. Um, can you provide me the, um, PCP for the office visits and the deductibles?

Speaker speaker_0: Um, so like I said, it's only covering preventative-

Speaker speaker_1: Okay.

Speaker speaker_0: ... healthcare services. So if anything, should be covered at 100% as long as it's preventative wise.

Speaker speaker_1: Mm-hmm. Can you provide me a ca- a call reference number and your name?

Speaker speaker_0: Yeah. So Justin, and then today's date.

Speaker speaker_1: Okay, perfect. Yeah. Thank you so much.

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

Speaker speaker_1: Yep. You too. Bye.