

## Transcript: Justin

**Mills-5420878877474816-5662643190546432**

### Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. This is Shauna. I'm calling from, um, Virginia Mason Franciscan Health Paulstow Internal Medicine to check on eligibility for a patient. Okay. What's the patient's first and last name? First name is Jane. Last name is Spencer. Now, are they listed as a primary or a dependent? She is listed as the primary. And Jane, J-A-N-E? Correct. And Spencer- S-P-E-N-C-E-R. ... S-P-E-N-C-E-R? Correct. Okay. Um, so I'm not seeing a Jane. I'm seeing a Janell, a Janet and another Janell. Let me take a look at her driver's license really quick. Okay. Because it's different on there. Hold on one sec. Nope, it just says Jane, date of birth 11/14/47. No? Yeah. No. I don't, I don't have a Jane in my system. Okay, perfect. All right. I'll take it off then. Thank you so much. You're welcome. You have a great day, okay? You as well. Thanks. Bye-bye. All right. Bye-bye.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Hi, Justin. This is Shauna. I'm calling from, um, Virginia Mason Franciscan Health Paulstow Internal Medicine to check on eligibility for a patient.

Speaker speaker\_0: Okay. What's the patient's first and last name?

Speaker speaker\_1: First name is Jane. Last name is Spencer.

Speaker speaker\_0: Now, are they listed as a primary or a dependent?

Speaker speaker\_1: She is listed as the primary.

Speaker speaker\_0: And Jane, J-A-N-E?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And Spencer-

Speaker speaker\_1: S-P-E-N-C-E-R.

Speaker speaker\_0: ... S-P-E-N-C-E-R?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. Um, so I'm not seeing a Jane. I'm seeing a Janell, a Janet and another Janell.

Speaker speaker\_1: Let me take a look at her driver's license really quick.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Because it's different on there. Hold on one sec. Nope, it just says Jane, date of birth 11/14/47. No?

Speaker speaker\_0: Yeah. No. I don't, I don't have a Jane in my system.

Speaker speaker\_1: Okay, perfect. All right. I'll take it off then. Thank you so much.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: You as well. Thanks. Bye-bye.

Speaker speaker\_0: All right. Bye-bye.