

## Transcript: Justin

**Mills-5458526423662592-5631933031301120**

### Full Transcript

Thank you for calling Benefits and Card. This is Justin. How can I help you today? Hi. I actually just need to verify eligibility on a patient. Yeah. What's that patient's first and last name? Um, it is Kavan Lan. So K-A-V-A-N, and then Lan. And confirming their date of birth? Uh, 5/27/93. Okay. So it looks like Kavan is covered for preventative services only. Um, member became active as of March 24th of 2025, and they are currently active in the coverage for this week. Okay. And so that's for urgent care as well? Uh, no, ma'am, just preventative services only. Okay, so is that like primary care? Um, so like annual exams, physicals, diabetes screenings, vaccinations, pretty much things that generally make him stay healthy. Um, so unfortunately, hospital or emergency room wouldn't, would not be covered. Okay. I will let him know. Thank you. You're welcome. You have a great day, okay? You too. Bye-bye.

### Conversation Format

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

Speaker speaker\_1: Hi. I actually just need to verify eligibility on a patient.

Speaker speaker\_0: Yeah. What's that patient's first and last name?

Speaker speaker\_1: Um, it is Kavan Lan. So K-A-V-A-N, and then Lan.

Speaker speaker\_0: And confirming their date of birth?

Speaker speaker\_1: Uh, 5/27/93.

Speaker speaker\_0: Okay. So it looks like Kavan is covered for preventative services only. Um, member became active as of March 24th of 2025, and they are currently active in the coverage for this week.

Speaker speaker\_1: Okay. And so that's for urgent care as well?

Speaker speaker\_0: Uh, no, ma'am, just preventative services only.

Speaker speaker\_1: Okay, so is that like primary care?

Speaker speaker\_0: Um, so like annual exams, physicals, diabetes screenings, vaccinations, pretty much things that generally make him stay healthy. Um, so unfortunately, hospital or

emergency room wouldn't, would not be covered.

Speaker speaker\_1: Okay. I will let him know. Thank you.

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

Speaker speaker\_1: You too. Bye-bye.