

## **Transcript: Justin**

**Mills-5483429921734656-4658678458400768**

### **Full Transcript**

Thank you for calling Benefits ... this is Justin. How can I help you today? Hi, my name is Anne, A-N-N-E, initial for my last name, M-, sorry, M as in Mary. And how are you doing today? I'm doing well, and yourself? I'm doing well. Thank you. Hey, I was calling to see if I could get some benefits, if you have accumulations and if pre-op is required for an outpatient EMG? Um, yeah, what's the patient's first and last name? Uh, the first name is Jerry, J-E-R-R-Y. And the last name, A-R is Roger, Roger, O-Y-O yankee-O. Date of birth, December 21, 1984. Okay, so let's see here. And do you by any chance have his employer? Um, hmm, oh, um, let me think. I do have a subscriber ID if that helps. Um, let's see. And employer, um, hmm, I'm not sure what ... that's all it has. Let's see what's on the card maybe. Um... Because the only reason why I ask that is 'cause we have two files on Jerry, but he's not currently enrolled into any, any file, so no benefits for both files. Oh, really? Oh, okay. Um, it looks like Partners Personnel. Okay. That's what I show as a group name. Does that sound familiar? Yeah, so Partners Personnel is one of our clients that we work with. However, looking at his file for Partners, he- So nothing for Jerry? Correct. He's not enrolled in anything. Okay. Okay. All righty. Well, I will give him a call. What's the initial for your last name? Uh, M as in Mary. Okay. And is there a call reference number? Yeah, so my first name, Justin, M as in Mary, and then today's date. Mm-hmm. Okay. All right. Thank you. You're welcome. You have a great weekend, okay? All right. Take care. You too. Thank you. Bye. You're welcome. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Hi, my name is Anne, A-N-N-E, initial for my last name, M-, sorry, M as in Mary. And how are you doing today?

Speaker speaker\_0: I'm doing well, and yourself?

Speaker speaker\_1: I'm doing well. Thank you. Hey, I was calling to see if I could get some benefits, if you have accumulations and if pre-op is required for an outpatient EMG?

Speaker speaker\_0: Um, yeah, what's the patient's first and last name?

Speaker speaker\_1: Uh, the first name is Jerry, J-E-R-R-Y. And the last name, A-R is Roger, Roger, O-Y-O yankee-O. Date of birth, December 21, 1984.

Speaker speaker\_0: Okay, so let's see here. And do you by any chance have his employer?

Speaker speaker\_1: Um, hmm, oh, um, let me think. I do have a subscriber ID if that helps. Um, let's see. And employer, um, hmm, I'm not sure what ... that's all it has. Let's see what's on the card maybe. Um...

Speaker speaker\_0: Because the only reason why I ask that is 'cause we have two files on Jerry, but he's not currently enrolled into any, any file, so no benefits for both files.

Speaker speaker\_1: Oh, really? Oh, okay. Um, it looks like Partners Personnel.

Speaker speaker\_0: Okay.

Speaker speaker\_1: That's what I show as a group name. Does that sound familiar?

Speaker speaker\_0: Yeah, so Partners Personnel is one of our clients that we work with. However, looking at his file for Partners, he-

Speaker speaker\_1: So nothing for Jerry?

Speaker speaker\_0: Correct. He's not enrolled in anything.

Speaker speaker\_1: Okay. Okay. All righty. Well, I will give him a call. What's the initial for your last name?

Speaker speaker\_0: Uh, M as in Mary.

Speaker speaker\_1: Okay. And is there a call reference number?

Speaker speaker\_0: Yeah, so my first name, Justin, M as in Mary, and then today's date.

Speaker speaker\_1: Mm-hmm. Okay. All right. Thank you.

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

Speaker speaker\_1: All right. Take care. You too. Thank you. Bye.

Speaker speaker\_0: You're welcome. Bye-bye.