

## **Transcript: Justin**

**Mills-5577246058397696-5988054881976320**

### **Full Transcript**

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, this is Allie with IHS Radiology. I was given this number by someone else. I'm trying to see if a patient is eligible for an ultrasound. Yeah, let me check on that. Um, what's the patient's first and last name? First name is Jordan, last name is Newstead. And confirm their date of birth. February 6th, 1997. Okay, let's see here. So they do have hospital, doctor and medication coverage. They do have medical imaging coverage as well, a hundred dollars a day for a max of one day. However, looking at their calendar they're not currently active in the coverage for this week. Okay. Um, let me see, when is their appoint- their appointment is next week, does that make a difference? Um, so they're, um, they're week by week. So whenever ha- they have deductions come off their paycheck, they usually become active that following Monday. So it just depends- Got it. ... if he receives a paycheck this week or not, with deductions. Okay. So he's showing... Okay, let me just put this here. Not active this week. And you guys cover a hundred dollars, you said a day? Uh, correct, or the insurance carrier covers a hundred dollars a day, for a max of one day, yes. Max of one day, okay. One day. Okay. All right, so this would not be fully covered then, for an ultrasound. He would be responsible for whatever's left over that hundred, assuming that he's active next week because he got a d-deduction from his paycheck. Is that right? Cor- correct. Okay. All right, perfect. I'm so sorry, what was your name again? My name is Justin. Justin, okay, perfect. All right, I will go ahead and follow up with him. Thank you so much for your help. You're welcome. You have a great day, okay? Thank you, you too. 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, this is Allie with IHS Radiology. I was given this number by someone else. I'm trying to see if a patient is eligible for an ultrasound.

Speaker speaker\_0: Yeah, let me check on that. Um, what's the patient's first and last name?

Speaker speaker\_1: First name is Jordan, last name is Newstead.

Speaker speaker\_0: And confirm their date of birth.

Speaker speaker\_1: February 6th, 1997.

Speaker speaker\_0: Okay, let's see here. So they do have hospital, doctor and medication coverage. They do have medical imaging coverage as well, a hundred dollars a day for a max of one day. However, looking at their calendar they're not currently active in the coverage for this week.

Speaker speaker\_1: Okay. Um, let me see, when is their appoint- their appointment is next week, does that make a difference?

Speaker speaker\_0: Um, so they're, um, they're week by week. So whenever ha- they have deductions come off their paycheck, they usually become active that following Monday. So it just depends-

Speaker speaker\_1: Got it.

Speaker speaker\_0: ... if he receives a paycheck this week or not, with deductions.

Speaker speaker\_1: Okay. So he's showing... Okay, let me just put this here. Not active this week. And you guys cover a hundred dollars, you said a day?

Speaker speaker\_0: Uh, correct, or the insurance carrier covers a hundred dollars a day, for a max of one day, yes.

Speaker speaker\_1: Max of one day, okay. One day. Okay. All right, so this would not be fully covered then, for an ultrasound. He would be responsible for whatever's left over that hundred, assuming that he's active next week because he got a d- deduction from his paycheck. Is that right?

Speaker speaker\_0: Cor- correct.

Speaker speaker\_1: Okay. All right, perfect. I'm so sorry, what was your name again?

Speaker speaker\_0: My name is Justin.

Speaker speaker\_1: Justin, okay, perfect. All right, I will go ahead and follow up with him. Thank you so much for your help.

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

Speaker speaker\_1: Thank you, you too. Bye.

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