

Transcript: Justin

Mills-5669205952643072-5660747131994112

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. This is Justin. How can I help you today? Hey, it's Justin. This is Remy Guerra and I was looking to get some help filling out a client insurance verification form I've got here. Are you able to help me out with that? Um, okay. What's the member's first and last name? Uh, Remy Gio Guerra. What's the staffing agency they work for? Uh, oh, well, I, my name is Remy Gio Guerra and I'm, uh, filling this out. Uh, what staffing agency? ATC Health Care. Okay. So you stated you're filling out an enrollment form, correct? And you were needing help filling it out, or, or, or what? I'm sorry- Yes. ... I'm confused. Uh, what are you confused on? Uh, so you were needing help filling out the enrollment form. Is that what I'm hearing correctly? Uh, not the enrollment form, but the client insurance verification form. It's just a form I have been given by my therapist to fill out in order to receive services. Okay, so that's more of a carrier thing, but bear with me one second. All righty. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Cart. This is Justin. How can I help you today?

Speaker speaker_2: Hey, it's Justin. This is Remy Guerra and I was looking to get some help filling out a client insurance verification form I've got here. Are you able to help me out with that?

Speaker speaker_1: Um, okay. What's the member's first and last name?

Speaker speaker_2: Uh, Remy Gio Guerra.

Speaker speaker_1: What's the staffing agency they work for?

Speaker speaker_2: Uh, oh, well, I, my name is Remy Gio Guerra and I'm, uh, filling this out. Uh, what staffing agency? ATC Health Care.

Speaker speaker_1: Okay. So you stated you're filling out an enrollment form, correct? And you were needing help filling it out, or, or, or what? I'm sorry-

Speaker speaker_2: Yes.

Speaker speaker_1: ... I'm confused.

Speaker speaker_2: Uh, what are you confused on?

Speaker speaker_1: Uh, so you were needing help filling out the enrollment form. Is that what I'm hearing correctly?

Speaker speaker_2: Uh, not the enrollment form, but the client insurance verification form. It's just a form I have been given by my therapist to fill out in order to receive services.

Speaker speaker_1: Okay, so that's more of a carrier thing, but bear with me one second.

Speaker speaker_2: All righty. Thank you.