

Transcript: Justin

Mills-5700002877325312-6566088241889280

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yes, sir. Hi, how you doing, Justin? Doing pretty well. And yourself? I'm doing pretty good. Uh, thanks for asking. Uh, my name is Jacob Outlaw. I'm here with a Shundra Rambus. She's here at a urgent care clinic, and I'm basically not able to verify, um, in our system whether she... you know, would take this insurance or not. So I was basically trying to, you know, call in, uh, try to verify benefits, or if she's covered here in clinic. Yeah. What's the patient's first and last name again? Yes, it's Shundra, S-H-U-N-D-R-I-A, Rambus, R-A-M-B-U-S. And confirm her date of birth? Yes, sir. Uh, 01/25/2002. Okay. So let's see here. So looks like she became active as of December 23rd of 2024 for preventative healthcare services only. So as long as it's preventative-wise, it would be covered at 100%. Okay. All right. So I was online, and I did see... Basically, I, I guess I looked at the providers, tried to find a provider in the area. Mm-hmm. And our, like, our address or anything didn't pop up, but I do see, you know, like, other places. So this, this number is not called. Yeah. So if, if she... if, if your place is not pulling up and other places are, she would have to go to other places 'cause she would have to stay in network for the insurance carrier to pay that, uh, portion. Most definitely. Okay. Uh, uh, that's what I kind of figured, but I do appreciate you. Uh, yes, sir. Well, I guess that's all I need. You're welcome. You have a great day, okay? Yes, sir. All right. Bye-bye. All right. All right. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Yes, sir. Hi, how you doing, Justin?

Speaker speaker_0: Doing pretty well. And yourself?

Speaker speaker_1: I'm doing pretty good. Uh, thanks for asking. Uh, my name is Jacob Outlaw. I'm here with a Shundra Rambus. She's here at a urgent care clinic, and I'm basically not able to verify, um, in our system whether she... you know, would take this insurance or not. So I was basically trying to, you know, call in, uh, try to verify benefits, or if she's covered here in clinic.

Speaker speaker_0: Yeah. What's the patient's first and last name again?

Speaker speaker_1: Yes, it's Shundra, S-H-U-N-D-R-I-A, Rambus, R-A-M-B-U-S.

Speaker speaker_0: And confirm her date of birth?

Speaker speaker_1: Yes, sir. Uh, 01/25/2002.

Speaker speaker_0: Okay. So let's see here. So looks like she became active as of December 23rd of 2024 for preventative healthcare services only. So as long as it's preventative-wise, it would be covered at 100%.

Speaker speaker_1: Okay. All right. So I was online, and I did see... Basically, I, I guess I looked at the providers, tried to find a provider in the area.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And our, like, our address or anything didn't pop up, but I do see, you know, like, other places. So this, this number is not called.

Speaker speaker_0: Yeah. So if, if she... if, if your place is not pulling up and other places are, she would have to go to other places 'cause she would have to stay in network for the insurance carrier to pay that, uh, portion.

Speaker speaker_1: Most definitely. Okay. Uh, uh, that's what I kind of figured, but I do appreciate you. Uh, yes, sir. Well, I guess that's all I need.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_1: All right. All right. Bye.