

Transcript: Justin

Mills-5806632580333568-4707029952937984

Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? I'm trying to get eligibility on a patient. Okay. What's the patient's first and last name? Uh, Elizabeth Sullivan. And confirm her date of birth? 8/25/'84. Okay. So let's see here. So looks like Elizabeth became active as of March 31st of 2025. They are currently active in the coverage for this week, and that's coverage for preventative services as well as hospitals, doctors and medications. Okay. And do you have a reference number, please? Uh, so my first name, which is Justin, and then M as in Mary, and then today's date. Okay. Thank you very much. You're welcome. You have a great day, okay? You too. Have a good day. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: I'm trying to get eligibility on a patient.

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

Speaker speaker_1: Uh, Elizabeth Sullivan.

Speaker speaker_0: And confirm her date of birth?

Speaker speaker_1: 8/25/'84.

Speaker speaker_0: Okay. So let's see here. So looks like Elizabeth became active as of March 31st of 2025. They are currently active in the coverage for this week, and that's coverage for preventative services as well as hospitals, doctors and medications.

Speaker speaker_1: Okay. And do you have a reference number, please?

Speaker speaker_0: Uh, so my first name, which is Justin, and then M as in Mary, and then today's date.

Speaker speaker_1: Okay. Thank you very much.

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

Speaker speaker_1: You too. Have a good day. Bye-bye.

Speaker speaker_0: Bye-bye.