

Transcript: Justin

Mills-5982130040651776-5885592664719360

Full Transcript

Thank you for calling Benefits Center Card. This is Justin. How can I help you today? Hi, Justin. Um, I'm a provider and I wanted to verify an insurance eligibility, um, but I couldn't find that option on the automatic... Is this the correct place to do that? Yeah. What's the patient's first and last name? Okay. The name is Michael Turner. Um, do you have the last four of their social by any chance? Because I have a lot of Michaels Turners in our system. Mm. Let me double check. I'm not too sure. Okay. I do not have his social, no. I have his birthday, address, phone number, member ID, employer ID- Uh, what's his date of birth? September 20th, 1997. Now, is he listed as a primary or a dependent? It says primary. All right. Do you have his employer by any chance? Because it should say it on the ID card. It says BGSS. BG. Okay. So let's see here. So it looks like, uh, Michael's covered for preventative healthcare services only. Um, he became active as of March 17th of 2025. However, what were you specifically needing? Um, yeah, just making sure it's active. Would you happen to have the payer ID as well by any chance? Um, let me see. Bear with me one second. . Okay. So the payer ID, um, I have 64556. 64556? Correct. Great. And can I have your name again? My name is Justin. Justin, thank you so much. I believe that is everything I need. Hope you have a, a wonderful day. You do the same, okay? Thank you. Goodbye. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, Justin. Um, I'm a provider and I wanted to verify an insurance eligibility, um, but I couldn't find that option on the automatic... Is this the correct place to do that?

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

Speaker speaker_1: Okay. The name is Michael Turner.

Speaker speaker_0: Um, do you have the last four of their social by any chance? Because I have a lot of Michaels Turners in our system.

Speaker speaker_1: Mm. Let me double check. I'm not too sure. Okay. I do not have his social, no. I have his birthday, address, phone number, member ID, employer ID-

Speaker speaker_0: Uh, what's his date of birth?

Speaker speaker_1: September 20th, 1997.

Speaker speaker_0: Now, is he listed as a primary or a dependent?

Speaker speaker_1: It says primary.

Speaker speaker_0: All right. Do you have his employer by any chance? Because it should say it on the ID card.

Speaker speaker_1: It says BGSS.

Speaker speaker_0: BG. Okay. So let's see here. So it looks like, uh, Michael's covered for preventative healthcare services only. Um, he became active as of March 17th of 2025. However, what were you specifically needing?

Speaker speaker_1: Um, yeah, just making sure it's active. Would you happen to have the payer ID as well by any chance?

Speaker speaker_0: Um, let me see. Bear with me one second. .

Speaker speaker_1: Okay.

Speaker speaker_0: So the payer ID, um, I have 64556.

Speaker speaker_1: 64556?

Speaker speaker_0: Correct.

Speaker speaker_1: Great. And can I have your name again?

Speaker speaker_0: My name is Justin.

Speaker speaker_1: Justin, thank you so much. I believe that is everything I need. Hope you have a, a wonderful day.

Speaker speaker_0: You do the same, okay?

Speaker speaker_1: Thank you. Goodbye.

Speaker speaker_0: All right. Bye-bye.