

Transcript: Justin

Mills-6064835749527552-5741586343837696

Full Transcript

Thank you for calling Benefits and Occur. This is Justin. How can I help you today? I just need to verify eligibility, please. Okay. What's the patient's first and last name? Elianna- Elianna Bonner. Spell the first name for me. E-L-I-A-N-N-A B-O-N-N-E-R. And what's their date of birth? 9/23/01. Do you have their employer by any chance? Because I have two files on this member. Uh... Would it be surge? Okay. So search staff names. Let's see. So looking at the file, looks like Elianna's not enrolled into anything anymore. Um, the last day of active coverage was March 31st of 2024. Okay. All right then, that's all I need. Thank you. You're welcome. You have a great day, okay? Y- you too. Bye. All right.

Conversation Format

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

Speaker speaker_1: I just need to verify eligibility, please.

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

Speaker speaker_1: Elianna Bonner.

Speaker speaker_0: Spell the first name for me.

Speaker speaker_1: E-L-I-A-N-N-A B-O-N-N-E-R.

Speaker speaker_0: And what's their date of birth?

Speaker speaker_1: 9/23/01.

Speaker speaker_0: Do you have their employer by any chance? Because I have two files on this member.

Speaker speaker_1: Uh... Would it be surge?

Speaker speaker_0: Okay. So search staff names. Let's see. So looking at the file, looks like Elianna's not enrolled into anything anymore. Um, the last day of active coverage was March 31st of 2024.

Speaker speaker_1: Okay. All right then, that's all I need. Thank you.

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

Speaker speaker_1: Y- you too. Bye.

Speaker speaker_0: All right.