Transcript: Justin Mills-6140352599736320-4669821711073280

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Our Card. This is Justin. How can I help you today? Hi, Justin. My name is Zipporah. I am calling on behalf of my facility to try to confirm some... excuse me, confirm some information. Okay. Are you checking eligibility or claim status? Um, I guess, realistically, eligibility, 'cause I already have a claim that is denied. Okay. What's the patient's first and last name? First name, Lindsey, L-E-N-D-Y. Last name, Jackson. And confirm their date of birth. Date of birth is 7-22-1965. Okay. Let's see here. And what was the date of service, if you don't mind me asking? It is 7-11 through 12 of 2024. So July 11th through July 12th? Yes. So looking at the file, um... The member didn't have active coverage for that week, so that's probably why it was declined or denied. I just wanted to confirm those findings. Is there anything else I can help you with today? So when... Uh, can I just confirm the eligibility, like, when it actually was effective and terminated? Um, yes. So the member became active in the COBRA as of June 10th of 2024. Um, last day of that policy was June 30th, and then they had another policy start on August 5th and termed on August 11th. All right. And you know what, Justin, I am so sorry. Moving so fast, I forgot to tell you my call was being recorded for quality assurance and training purposes. I do apologize. No worries. Um, and can I just get a reference number for our file today? Yeah, so my first name, which is Justin, and then my last name, um, L- and first initial M as in Mary, and then today's date. All right. Thank you so much. Hope you have a wonderful day and a happy holiday. You do the same, okay? Thank you. You're welcome. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and Our Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi, Justin. My name is Zipporah. I am calling on behalf of my facility to try to confirm some... excuse me, confirm some information.

Speaker speaker_1: Okay. Are you checking eligibility or claim status?

Speaker speaker_2: Um, I guess, realistically, eligibility, 'cause I already have a claim that is denied.

Speaker speaker_1: Okay. What's the patient's first and last name?

Speaker speaker_2: First name, Lindsey, L-E-N-D-Y. Last name, Jackson.

Speaker speaker_1: And confirm their date of birth.

Speaker speaker_2: Date of birth is 7-22-1965.

Speaker speaker_1: Okay. Let's see here. And what was the date of service, if you don't mind me asking?

Speaker speaker_2: It is 7-11 through 12 of 2024.

Speaker speaker_1: So July 11th through July 12th?

Speaker speaker_2: Yes.

Speaker speaker_1: So looking at the file, um... The member didn't have active coverage for that week, so that's probably why it was declined or denied.

Speaker speaker_2: I just wanted to confirm those findings.

Speaker speaker_1: Is there anything else I can help you with today?

Speaker speaker_2: So when... Uh, can I just confirm the eligibility, like, when it actually was effective and terminated?

Speaker speaker_1: Um, yes. So the member became active in the COBRA as of June 10th of 2024. Um, last day of that policy was June 30th, and then they had another policy start on August 5th and termed on August 11th.

Speaker speaker_2: All right. And you know what, Justin, I am so sorry. Moving so fast, I forgot to tell you my call was being recorded for quality assurance and training purposes. I do apologize.

Speaker speaker_1: No worries.

Speaker speaker_2: Um, and can I just get a reference number for our file today?

Speaker speaker_1: Yeah, so my first name, which is Justin, and then my last name, um, L- and first initial M as in Mary, and then today's date.

Speaker speaker_2: All right. Thank you so much. Hope you have a wonderful day and a happy holiday.

Speaker speaker_1: You do the same, okay?

Speaker speaker_2: Thank you.

Speaker speaker_1: You're welcome. Bye-bye.