

Transcript: Justin

Mills-6262749114974208-6435677651648512

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, Justin. My name's Ricky. I'm calling about a patient, Cynthia Orotez. Uh, we received an EOB with a remark. Did you, did you want a code? Um, so you received an explanation of benefits? Yeah, and it says, "We are awaiting information to confirm eligibility from Benefits in a Card." Uh- So we're not sure what information's needed. Yeah, so that's probably through the insurance carrier, because us at Benefits in a Card, we don't deal with ex- explanation of benefits. That's more the carrier's saying. But, um, bear with me one second, okay? Okay, thank you.

Conversation Format

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

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

Speaker speaker_2: Hi, Justin. My name's Ricky. I'm calling about a patient, Cynthia Orotez. Uh, we received an EOB with a remark. Did you, did you want a code?

Speaker speaker_1: Um, so you received an explanation of benefits?

Speaker speaker_2: Yeah, and it says, "We are awaiting information to confirm eligibility from Benefits in a Card."

Speaker speaker_1: Uh-

Speaker speaker_2: So we're not sure what information's needed.

Speaker speaker_1: Yeah, so that's probably through the insurance carrier, because us at Benefits in a Card, we don't deal with ex- explanation of benefits. That's more the carrier's saying. But, um, bear with me one second, okay?

Speaker speaker_2: Okay, thank you.