

Transcript: Justin

Mills-6602753775550464-4973840922099712

Full Transcript

Thank you for calling Benefits on a Card. This is Justin Hugg. How can I help you today? Hey, Justin. This is Tory calling from Urology Baldwin. I was calling, um, trying to get eligibility on a patient that's gonna come into our office. Okay. What's the patient's first and last name? It is Nina Adams. Can I have confirmation of her date of birth? It's, um, January 24th of '69. Okay. Let's see here. So it looks like the member is covered for hospitals, doctors, and medications, plus preventative healthcare services. Uh, they became active as of January 6th of 2025, and they are currently active in the coverage for this week. However, what were you specifically needing? Um, just eligibility basically, so that covers it. Does she have a copay for specialist office visit? Uh, let me check on that. Let's see. Specialty, \$50 copay. All right. And is there a reference for this call? Yeah. So it's my first name, and then M as in Mary. Oh, well, it's first name Justin, then M as in Mary, and then today's date. Okay. All right. Thank you, Justin. You're welcome. You have a great weekend, okay? All right. You too. All right. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Hey, Justin. This is Tory calling from Urology Baldwin. I was calling, um, trying to get eligibility on a patient that's gonna come into our office.

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

Speaker speaker_1: It is Nina Adams.

Speaker speaker_0: Can I have confirmation of her date of birth?

Speaker speaker_1: It's, um, January 24th of '69.

Speaker speaker_0: Okay. Let's see here. So it looks like the member is covered for hospitals, doctors, and medications, plus preventative healthcare services. Uh, they became active as of January 6th of 2025, and they are currently active in the coverage for this week. However, what were you specifically needing?

Speaker speaker_1: Um, just eligibility basically, so that covers it. Does she have a copay for specialist office visit?

Speaker speaker_0: Uh, let me check on that. Let's see. Specialty, \$50 copay.

Speaker speaker_1: All right. And is there a reference for this call?

Speaker speaker_0: Yeah. So it's my first name, and then M as in Mary. Oh, well, it's first name Justin, then M as in Mary, and then today's date.

Speaker speaker_1: Okay. All right. Thank you, Justin.

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

Speaker speaker_1: All right. You too.

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_1: Bye.