

Transcript: Justin

Mills-6644328830779392-6300137009364992

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hello. I'm just making sure somebody, uh, an eligibility on somebody, for an appointment they have today. Okay. What's the patient's first and last name? Um, Robert Swenson. Spell the last name for me. Um, S-W-E-N-S-O-N. And do you have their date of birth? Yeah. 10/21/93. Okay. So, it looks like the member is currently active in the coverage for this week. However, what were you specifically needing? Um, they have a behavioral health appointment today. Um, so let's see here. Thank you. Let me see here. Yeah. I'm not seeing any psychiatric coverage on here. Um, I'm seeing preventative services as well as hospitals, doctors and medications, um, but I'm not seeing any psychiatric coverage. Okay. Um, okay. All righty. Um, do you have a reference number for the call? Yeah. So my first name, which is Justin, M as in Mary, and then today's date. Um, all righty. So, they, they don't have, um, behavioral health coverage, is that you're saying? Not that I can see. Okay. All right. Thank you. You're welcome. You have a great day, okay? Mm-hmm. You too. You too. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hello. I'm just making sure somebody, uh, an eligibility on somebody, for an appointment they have today.

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

Speaker speaker_1: Um, Robert Swenson.

Speaker speaker_0: Spell the last name for me.

Speaker speaker_1: Um, S-W-E-N-S-O-N.

Speaker speaker_0: And do you have their date of birth?

Speaker speaker_1: Yeah. 10/21/93.

Speaker speaker_0: Okay. So, it looks like the member is currently active in the coverage for this week. However, what were you specifically needing?

Speaker speaker_1: Um, they have a behavioral health appointment today.

Speaker speaker_0: Um, so let's see here.

Speaker speaker_1: Thank you.

Speaker speaker_0: Let me see here. Yeah. I'm not seeing any psychiatric coverage on here. Um, I'm seeing preventative services as well as hospitals, doctors and medications, um, but I'm not seeing any psychiatric coverage.

Speaker speaker_1: Okay. Um, okay. All righty. Um, do you have a reference number for the call?

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

Speaker speaker_1: Um, all righty. So, they, they don't have, um, behavioral health coverage, is that you're saying?

Speaker speaker_0: Not that I can see.

Speaker speaker_1: Okay. All right. Thank you.

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

Speaker speaker_1: Mm-hmm. You too. You too. Bye-bye.

Speaker speaker_0: Bye-bye.