

## **Transcript: Justin**

**Mills-6694144227065856-4815724375359488**

### **Full Transcript**

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, this is Vedanti. I'm calling from Prisma Health, and I want to waive patient's benefits and eligibility. Okay. What's the patient's first and last name? It's, um, Dottie Donley. Date of birth- Can you spell th- ... September 14th. Yeah. Go ahead. Can you spell the first and last name so we have her- Last name... First name is Donley, D-O-N-L-E-Y. First name is Dottie, D-O-T-T-I-E. And what was the date of birth? September 14th, 1973. Let's see here. Uh-huh. I have the ID number also. I got them pulled up here. Um, so looks like Dottie is only covered for preventative healthcare services. Um, member became active as of January 25th of 2025, and they are currently active in the coverage for this week. So this patient does not have any behavior health benefits? Correct. It's just preventative services only. Okay. I just need your name and the call reference number, please. Uh, my name is Justin, and then my first name, and then today's date is the call reference number. And initial for last name? Uh, M as in Mary. Thank you so much. You're welcome. You have a great day, okay? You too. Thank you.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Hi, this is Vedanti. I'm calling from Prisma Health, and I want to waive patient's benefits and eligibility.

Speaker speaker\_0: Okay. What's the patient's first and last name?

Speaker speaker\_1: It's, um, Dottie Donley. Date of birth-

Speaker speaker\_0: Can you spell th-

Speaker speaker\_1: ... September 14th. Yeah. Go ahead.

Speaker speaker\_0: Can you spell the first and last name so we have her-

Speaker speaker\_1: Last name... First name is Donley, D-O-N-L-E-Y. First name is Dottie, D-O-T-T-I-E.

Speaker speaker\_0: And what was the date of birth?

Speaker speaker\_1: September 14th, 1973.

Speaker speaker\_0: Let's see here.

Speaker speaker\_1: Uh-huh. I have the ID number also.

Speaker speaker\_0: I got them pulled up here. Um, so looks like Dottie is only covered for preventative healthcare services. Um, member became active as of January 25th of 2025, and they are currently active in the coverage for this week.

Speaker speaker\_1: So this patient does not have any behavior health benefits?

Speaker speaker\_0: Correct. It's just preventative services only.

Speaker speaker\_1: Okay. I just need your name and the call reference number, please.

Speaker speaker\_0: Uh, my name is Justin, and then my first name, and then today's date is the call reference number.

Speaker speaker\_1: And initial for last name?

Speaker speaker\_0: Uh, M as in Mary.

Speaker speaker\_1: Thank you so much.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: You too. Thank you.