

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hello, Justin. My name is Joseph and I'm calling from Humana Insurance, and I'm trying to verify eligibility for a member. And this call's being recorded for quality purposes. Okay. What's the member's first and last name? First name is Daniel. Last name is Esteverne. Date of birth, August 1st, 1975. I do have here the member ID in case you need it. Will you spell the last name for me please? E-S-T for Tom, I, V for Victor, E-R-N-E. And confirm their date of birth? August 1st, 1975. Okay. So it looks like Daniel was covered for preventative healthcare services starting on October 16th of 2023, and ending February 4th of 2024. You said, uh, on-... the member's coverage with Benefits in a Card is only, you said, preventive services only? Correct. Preventive services only. I just want to verify, do we have a matching name and date of birth for him? Um, yes. Daniel, last name E-S-T-I-V-E, N-E, or V-E-R-N-E, and then date of birth 8/1/75. Let me also confirm if we do have the same ZIP code on file for him, which is 40511. I have 40515. Just want to verify this is the correct member ID, which is D for David, 47672268. Correct. For his preventive services, was he... is he the po-... was... or, what I mean, was he the policyholder or the dependent on this account? Uh, he was the policyholder. It's only f- for employee-only coverage, so he was the policyholder. Just want to verify, since the plan for the member under Benefits in a Card is preventive services only, so is this not a major medical or major pharmacy coverage? Uh, no, sir. It's for preventative healthcare services only. Thank you. Justin, this all the information that I needed, and thank you very much for your kind assistance. You're welcome. You have a great day, okay? Same to you. Bye for now. All right. 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, Justin. My name is Joseph and I'm calling from Humana Insurance, and I'm trying to verify eligibility for a member. And this call's being recorded for quality purposes.

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

Speaker speaker_1: First name is Daniel. Last name is Esteverne. Date of birth, August 1st, 1975. I do have here the member ID in case you need it.

Speaker speaker_0: Will you spell the last name for me please?

Speaker speaker_1: E-S-T for Tom, I, V for Victor, E-R-N-E.

Speaker speaker_0: And confirm their date of birth?

Speaker speaker_1: August 1st, 1975.

Speaker speaker_0: Okay. So it looks like Daniel was covered for preventative healthcare services starting on October 16th of 2023, and ending February 4th of 2024.

Speaker speaker_1: You said, uh, on-... the member's coverage with Benefits in a Card is only, you said, preventive services only?

Speaker speaker_0: Correct.

Speaker speaker_1: Preventive services only. I just want to verify, do we have a matching name and date of birth for him?

Speaker speaker_0: Um, yes. Daniel, last name E-S-T-I-V-E, N-E, or V-E-R-N-E, and then date of birth 8/1/75.

Speaker speaker_1: Let me also confirm if we do have the same ZIP code on file for him, which is 40511.

Speaker speaker_0: I have 40515.

Speaker speaker_1: Just want to verify this is the correct member ID, which is D for David, 47672268.

Speaker speaker_0: Correct.

Speaker speaker_1: For his preventive services, was he... is he the po-... was... or, what I mean, was he the policyholder or the dependent on this account?

Speaker speaker_0: Uh, he was the policyholder. It's only f- for employee-only coverage, so he was the policyholder.

Speaker speaker_1: Just want to verify, since the plan for the member under Benefits in a Card is preventive services only, so is this not a major medical or major pharmacy coverage?

Speaker speaker_0: Uh, no, sir. It's for preventative healthcare services only.

Speaker speaker_1: Thank you. Justin, this all the information that I needed, and thank you very much for your kind assistance.

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

Speaker speaker_1: Same to you. Bye for now.

Speaker speaker_0: All right. Bye-bye.