

Transcript: VICTORIA

Taylor-5419131924332544-5714585341870080

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, um, my husband has your all's insurance and I was wondering if, um, cortisone shots in his hips are covered? Okay. Are you on the, uh, policy as a covered dependent? No, I'm not. Okay. Has he given us permission to speak with you previously in the past? I thought he has. Okay. I, I can take a look and see. I can give you his name. Okay. What's the name of his- Give you his name. What's the name of his, uh, staffing agency? Crown. And the last four of his Social? 1340. And then first and last name for me. Edward Herrod. Okay. Uh, would you be able to verify the date of birth and address? The address is 6848 Bald Knob Road, Frankfurt, Kentucky 40601 and his birthday is February the 22nd, 1968. Okay. Um, I don't see any notes where we're able to speak with you on his behalf. Is he nearby that I can speak with him? No. He's at work. Okay. Um- But that's okay. I'll have him call later. Yeah, sure. We're open as late as 8:00 PM Eastern Time. Okay. Thank you. You're welcome. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Yes, um, my husband has your all's insurance and I was wondering if, um, cortisone shots in his hips are covered?

Speaker speaker_1: Okay. Are you on the, uh, policy as a covered dependent?

Speaker speaker_2: No, I'm not.

Speaker speaker_1: Okay. Has he given us permission to speak with you previously in the past?

Speaker speaker_2: I thought he has.

Speaker speaker_1: Okay. I, I can take a look and see.

Speaker speaker_2: I can give you his name.

Speaker speaker_1: Okay. What's the name of his-

Speaker speaker_2: Give you his name.

Speaker speaker_1: What's the name of his, uh, staffing agency?

Speaker speaker_2: Crown.

Speaker speaker_1: And the last four of his Social?

Speaker speaker_2: 1340.

Speaker speaker_1: And then first and last name for me.

Speaker speaker_2: Edward Herrod.

Speaker speaker_1: Okay. Uh, would you be able to verify the date of birth and address?

Speaker speaker_2: The address is 6848 Bald Knob Road, Frankfurt, Kentucky 40601 and his birthday is February the 22nd, 1968.

Speaker speaker_1: Okay. Um, I don't see any notes where we're able to speak with you on his behalf. Is he nearby that I can speak with him?

Speaker speaker_2: No. He's at work.

Speaker speaker_1: Okay. Um-

Speaker speaker_2: But that's okay. I'll have him call later.

Speaker speaker_1: Yeah, sure. We're open as late as 8:00 PM Eastern Time.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: You're welcome. Bye-bye.

Speaker speaker_2: Bye.