

Transcript: Justin

Mills-4539162486161408-5810151354318848

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey, Justin. I was calling to get, um, some eligibility and benefits for a patient, just to confirm. Okay. What's, what's the patient first and last name? Their first name is Jason. The last name is Cummings, C-U-M-M-I-N-G-S. And do you have the last four of their social by any chance? Um, no sir, I actually don't. Do you have their date of birth? Yes, sir. It's 09/28/1982. Okay, let's see here. So, it looks like Jason's covered for preventative healthcare services only. Um, he became active in the coverage as of October 14th of 2024. However, what were you specifically needing? For, um, urgent care. Well, the emergency room. Um, so he unfortunately has no coverage for that because the plan only covers preventative healthcare services. Okay, so who's gonna... Okay, is there a way that you can fax that over to me? Um, now honestly, I wouldn't be able to fax it over. I can transfer you over to the actual insurance carrier and they may be able to do that. Okay. Uh, that's okay. I'll go ahead and delete..... out right then. Okay. Thank you so much. You're welcome. You have a great day, okay? You as well. 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 in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hey, Justin. I was calling to get, um, some eligibility and benefits for a patient, just to confirm.

Speaker speaker_1: Okay. What's, what's the patient first and last name?

Speaker speaker_2: Their first name is Jason. The last name is Cummings, C-U-M-M-I-N-G-S.

Speaker speaker_1: And do you have the last four of their social by any chance?

Speaker speaker_2: Um, no sir, I actually don't.

Speaker speaker_1: Do you have their date of birth?

Speaker speaker_2: Yes, sir. It's 09/28/1982.

Speaker speaker_1: Okay, let's see here. So, it looks like Jason's covered for preventative healthcare services only. Um, he became active in the coverage as of October 14th of 2024. However, what were you specifically needing?

Speaker speaker_2: For, um, urgent care. Well, the emergency room.

Speaker speaker_1: Um, so he unfortunately has no coverage for that because the plan only covers preventative healthcare services.

Speaker speaker_2: Okay, so who's gonna... Okay, is there a way that you can fax that over to me?

Speaker speaker_1: Um, now honestly, I wouldn't be able to fax it over. I can transfer you over to the actual insurance carrier and they may be able to do that.

Speaker speaker_2: Okay. Uh, that's okay. I'll go ahead and delete..... out right then. Okay. Thank you so much.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: You as well. Bye.