

Transcript: Justin

Mills-4655047759052800-5413483752931328

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? Good morning, Justin. My name is Vicki. I'm calling from Dynamic Radiology Tennessee, and I'm calling to confirm benefits for two of your members. Okay. What's the pa- uh, first patient's first and last name? Anitra, A-N-I-T-R-A, and then Vaughn, V-A-U-G-H-N. Let's see here. Do you by any chance have her employer 'cause I have three files on this member. I only have her ID number. Okay. Let's see. And what's that number? If it helps... Oh, sorry. Go ahead. D as in David, 464-01153. Let's see. So, it looks like they were covered for preventative healthcare services, plus hospital, doctors, and medications, uh, from January 22nd of 2024, to April 21st of 2024. So they're no longer- Okay. ... covered. Okay. So, I have some coverage. Uh, she was at the hospital, so I have some dates around that time, so- Okay. ... I will submit that one. And then my next one is, uh, Taondra, T-A-O-N-D-R-A Fergerson, F-E-R-G-E-R-S-O-N, 12- And her date of birth? 12/22/97. And her ID is D as in David, 420-30-325. Okay. Let's see here. So, it looks like she's only covered for preventative healthcare services, became active as of April 29th of 2024. So, anything for hospital, she's not covered? Correct. Okay. Appreciate... I'm sorry, sir. Uh, you did tell me your name, and I apologize. What was that again? It's Justin. No worries. Justin. Is there a reference number for today? Yeah. So, my first name, and then the first initial of my last name, so M as in Mary, and then today's date. Okay. Thank you so much. I, I hope you have a great day. You do the same, okay? Uh-huh. Bye-bye. Oh, 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 in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Good morning, Justin. My name is Vicki. I'm calling from Dynamic Radiology Tennessee, and I'm calling to confirm benefits for two of your members.

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

Speaker speaker_2: Anitra, A-N-I-T-R-A, and then Vaughn, V-A-U-G-H-N.

Speaker speaker_1: Let's see here. Do you by any chance have her employer 'cause I have three files on this member.

Speaker speaker_2: I only have her ID number.

Speaker speaker_1: Okay. Let's see. And what's that number?

Speaker speaker_2: If it helps... Oh, sorry. Go ahead. D as in David, 464-01153.

Speaker speaker_1: Let's see. So, it looks like they were covered for preventative healthcare services, plus hospital, doctors, and medications, uh, from January 22nd of 2024, to April 21st of 2024. So they're no longer-

Speaker speaker_2: Okay.

Speaker speaker_1: ... covered.

Speaker speaker_2: Okay. So, I have some coverage. Uh, she was at the hospital, so I have some dates around that time, so-

Speaker speaker_1: Okay.

Speaker speaker_2: ... I will submit that one. And then my next one is, uh, Taondra, T-A-O-N-D-R-A Ferguson, F-E-R-G-E-R-S-O-N, 12-

Speaker speaker_1: And her date of birth?

Speaker speaker_2: 12/22/97. And her ID is D as in David, 420-30-325.

Speaker speaker_1: Okay. Let's see here. So, it looks like she's only covered for preventative healthcare services, became active as of April 29th of 2024.

Speaker speaker_2: So, anything for hospital, she's not covered?

Speaker speaker_1: Correct.

Speaker speaker_2: Okay. Appreciate... I'm sorry, sir. Uh, you did tell me your name, and I apologize. What was that again?

Speaker speaker_1: It's Justin. No worries.

Speaker speaker_2: Justin. Is there a reference number for today?

Speaker speaker_1: Yeah. So, my first name, and then the first initial of my last name, so M as in Mary, and then today's date.

Speaker speaker_2: Okay. Thank you so much. I, I hope you have a great day.

Speaker speaker_1: You do the same, okay?

Speaker speaker_2: Uh-huh. Bye-bye.

Speaker speaker_1: Oh, bye-bye.