

## **Transcript: Justin**

**Mills-4731911960444928-6612373632892928**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Um, yes. My name's Caitlin. I'm calling from Hudson Medical Center. Um, I'm just calling to see if I can get your refund address? It looks like you guys owe me this. Um, so you need a refund address? Yes, where we can send a refund to. 'Cause it looks like, um, you guys are secondary, um, to primary insurance and you guys paid \$50 when the only patient responsibility was \$5. So you guys, they do a refund in the amount of \$45. Okay. Um, so that may be a carrier question. Bear with me one second, okay? Okay. Okay.

### **Conversation Format**

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

Speaker speaker\_1: Um, yes. My name's Caitlin. I'm calling from Hudson Medical Center. Um, I'm just calling to see if I can get your refund address? It looks like you guys owe me this.

Speaker speaker\_0: Um, so you need a refund address?

Speaker speaker\_1: Yes, where we can send a refund to. 'Cause it looks like, um, you guys are secondary, um, to primary insurance and you guys paid \$50 when the only patient responsibility was \$5. So you guys, they do a refund in the amount of \$45.

Speaker speaker\_0: Okay. Um, so that may be a carrier question. Bear with me one second, okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay.