

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hello, Justin. This is Tina calling from, uh, Gustie, uh, Wellstar. I have a client that has you all's, um, services and we just... I'm trying to verify that he has medical insurance. And I have him here with me, too. Okay. What's the patient's first and last name? All right. So his last name is spelled K-O-U-A-M-E. First name is Ryan, R-Y-A-N. And his date of birth? Uh, 11/17/97. Okay. So the only medical Ryan has is preventative services only. So he don't have medical insurance? He has medical insurance that just covers preventative services only. And, and what i-... Oh, okay. What's, what's all included in those preventative services? So anything preventative-wise like p- physicals, annual exams, diabetes screenings, vaccinations, STD checks, stuff that makes them stay healthy. Okay. So what about with infection and disease? Um, if he's being tested for that, um, that may be a carrier question. Mm-hmm. Bear with me. Okay.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hello, Justin. This is Tina calling from, uh, Gustie, uh, Wellstar. I have a client that has you all's, um, services and we just... I'm trying to verify that he has medical insurance. And I have him here with me, too.

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

Speaker speaker_1: All right. So his last name is spelled K-O-U-A-M-E. First name is Ryan, R-Y-A-N.

Speaker speaker_0: And his date of birth?

Speaker speaker_1: Uh, 11/17/97.

Speaker speaker_0: Okay. So the only medical Ryan has is preventative services only.

Speaker speaker_1: So he don't have medical insurance?

Speaker speaker_0: He has medical insurance that just covers preventative services only.

Speaker speaker_1: And, and what i-... Oh, okay. What's, what's all included in those preventative services?

Speaker speaker_0: So anything preventative-wise like p- physicals, annual exams, diabetes screenings, vaccinations, STD checks, stuff that makes them stay healthy.

Speaker speaker_1: Okay. So what about with infection and disease?

Speaker speaker_0: Um, if he's being tested for that, um, that may be a carrier question.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Bear with me.

Speaker speaker_1: Okay.