

Transcript: Justin

Mills-4835680983138304-5717738483826688

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. Good morning. I'm calling because we received a, uh, explanation of benefits for a patient and you're waiting on something, um, you're waiting on information to, um, process the claim. Or you're waiting in for... Well, I'm calling to w- I'm calling to verify if you're waiting on information from the provider or from the patient? Um, yeah. Bear with me one second, okay? Sure.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi, Justin. Good morning. I'm calling because we received a, uh, explanation of benefits for a patient and you're waiting on something, um, you're waiting on information to, um, process the claim. Or you're waiting in for... Well, I'm calling to w- I'm calling to verify if you're waiting on information from the provider or from the patient?

Speaker speaker_1: Um, yeah. Bear with me one second, okay?

Speaker speaker_2: Sure.