Transcript: Justin Mills-4863428797448192-5131568789897216

Full Transcript

Thank you for calling Benefit Center Card. This is Justin. How can I help you today? Um, yes. I need to verify if this patient is active. Um, but under the thing it says "Strategies" and this is the number that we have. Um, so I don't know if it's, like, different... Okay. So you need to verify if a member is active? Yes. Correct. Okay. What's the patient's first and last name? Uh, Blanca, B-L-A-N-C-A, and then L- Ledeza, uh, L-E-D-E-Z-A. And do you have their date of birth? It's 5/19/1999. Because the only files that I'm seeing for Blanca Ledeza, um, they're not currently enrolled anything for all three of 'ems. Okay. And is that the, uh, member ID... Do you have... Can you see the member ID if it could be? Uh. Because I have, uh... Now is listed... Is Blanca listed as a dependent or is that... Or say the primary policyholder? Um, I'm, I'm not 100% sure because we don't have a photo of the card or anything like that. We're the ambulance service, so we just picked her up and took her. So I'm not really- Okay. ... 100% sure. Speaker Yeah. I totally understand. Um, so like I said, yeah, yeah, Blanca isn't enrolled into anything, um, whether if she was from Acro, Ross Staffing, or Staff Checks. I'm not seeing her enrolled into anything. Okay. All right. And what was your name again? My name is Justin. Justin? Okay. And do you give reference numbers for these calls? Yeah. So my first name, Justin- Uh-huh. ... and then "M" as in Mary, and then today's date. Today's date. Okay. All right. Thank you so much. You're welcome. You have a great day. Okay? You too. Goodbye. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit Center Card. This is Justin. How can I help you today?

Speaker speaker_1: Um, yes. I need to verify if this patient is active. Um, but under the thing it says "Strategies" and this is the number that we have. Um, so I don't know if it's, like, different...

Speaker speaker_0: Okay. So you need to verify if a member is active?

Speaker speaker_1: Yes. Correct.

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

Speaker speaker_1: Uh, Blanca, B-L-A-N-C-A, and then L- Ledeza, uh, L-E-D-E-Z-A.

Speaker speaker_0: And do you have their date of birth?

Speaker speaker_1: It's 5/19/1999.

Speaker speaker_0: Because the only files that I'm seeing for Blanca Ledeza, um, they're not currently enrolled anything for all three of 'ems.

Speaker speaker_1: Okay. And is that the, uh, member ID... Do you have... Can you see the member ID if it could be?

Speaker speaker_0: Uh.

Speaker speaker_1: Because I have, uh...

Speaker speaker_0: Now is listed... Is Blanca listed as a dependent or is that... Or say the primary policyholder?

Speaker speaker_1: Um, I'm, I'm not 100% sure because we don't have a photo of the card or anything like that. We're the ambulance service, so we just picked her up and took her. So I'm not really-

Speaker speaker_0: Okay.

Speaker speaker_1: ... 100% sure. Speaker

Speaker speaker_2: Yeah. I totally understand. Um, so like I said, yeah, yeah, Blanca isn't enrolled into anything, um, whether if she was from Acro, Ross Staffing, or Staff Checks. I'm not seeing her enrolled into anything.

Speaker speaker_1: Okay. All right. And what was your name again?

Speaker speaker_0: My name is Justin.

Speaker speaker_1: Justin? Okay. And do you give reference numbers for these calls?

Speaker speaker_0: Yeah. So my first name, Justin-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... and then "M" as in Mary, and then today's date.

Speaker speaker_1: Today's date. Okay. All right. Thank you so much.

Speaker speaker_0: You're welcome. You have a great day. Okay?

Speaker speaker_1: You too. Goodbye.

Speaker speaker_0: All right. Bye-bye.