Transcript: Justin Mills-4873706053222400-4720144144842752

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi. I'm trying to find out, eh, eligibility and benefits for a patient here at our emergency room. Okay. What's the patient's first and last name? First name is Jeffrey. Last name is Ritz, R-I-T-Z. And Jeffrey, E-R-Y? Uh, E... R-E-Y, yeah. R-E-Y, okay. Yeah, that's okay. And confirm his date of birth. It, it's 1/4/93. Okay. So it looks like Jeffrey's only covered for preventative services only. Okay, so he's not covered in the ER? Correct. Okay. Is there something that you could fax for us to have that information? Um, I can email a benefit guide. Sure. Will it show his active or non-active status? Um, let's see here. No, it just shows what's he's covered for. Um- Okay. But I mean- It shows him- ... I have a, I have a start date if, if need be. Yeah, what is his start date? Well, he became active as of October 7th of 2024. October 7th, 2024. Perfect. Okay, and then, yeah, if you could email that, that would be helpful as well. Yeah. What's a good email I can send this to? Uh, T-A-R-Y-N, period, W-A-C-H-T-E-L@uhhospitals.org. And there is an S at the end of hospital. UHH hospitals. So let's see here. Dot org, okay. So just to confirm, T-A-R-Y- Mm-hmm. A-N.w- No. Oh, sorry. No, that's okay. It's T-A-R- Mm-hmm. ... Y-N and then period W-A-C-H-T-E-L. T-E-L, okay. Did you get an E? It's T-E-L. Yeah, T-E-L, I got that. Okay, perfect. Sorry. And that @uhhospitals.org? Yes. Okay... dot org. Okay. So the email that you should be looking out for will be coming from info, that's I-N-F-O- Okay. ... @benefitsfromacard.com. Okay? Awesome, thank you so much. You're welcome. You have a great day, okay? You too. All right, bye-bye. Mm, bye.

Conversation Format

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

Speaker speaker_1: Hi. I'm trying to find out, eh, eligibility and benefits for a patient here at our emergency room.

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

Speaker speaker_1: First name is Jeffrey. Last name is Ritz, R-I-T-Z.

Speaker speaker_0: And Jeffrey, E-R-Y?

Speaker speaker_1: Uh, E... R-E-Y, yeah.

Speaker speaker_0: R-E-Y, okay.

Speaker speaker_1: Yeah, that's okay.

Speaker speaker_0: And confirm his date of birth.

Speaker speaker_1: It, it's 1/4/93.

Speaker speaker_0: Okay. So it looks like Jeffrey's only covered for preventative services only.

Speaker speaker_1: Okay, so he's not covered in the ER?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. Is there something that you could fax for us to have that information?

Speaker speaker_0: Um, I can email a benefit guide.

Speaker speaker_1: Sure. Will it show his active or non-active status?

Speaker speaker_0: Um, let's see here. No, it just shows what's he's covered for. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: But I mean-

Speaker speaker_1: It shows him-

Speaker speaker_0: ... I have a, I have a start date if, if need be.

Speaker speaker_1: Yeah, what is his start date?

Speaker speaker_0: Well, he became active as of October 7th of 2024.

Speaker speaker_1: October 7th, 2024. Perfect. Okay, and then, yeah, if you could email that, that would be helpful as well.

Speaker speaker_0: Yeah. What's a good email I can send this to?

Speaker speaker_1: Uh, T-A-R-Y-N, period, W-A-C-H-T-E-L@uhhospitals.org. And there is an S at the end of hospital.

Speaker speaker_0: UHH hospitals. So let's see here. Dot org, okay. So just to confirm, T-A-R-Y-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: A-N.w-

Speaker speaker_1: No.

Speaker speaker_0: Oh, sorry.

Speaker speaker_1: No, that's okay. It's T-A-R-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... Y-N and then period W-A-C-H-T-E-L.

Speaker speaker_0: T-E-L, okay.

Speaker speaker_1: Did you get an E? It's T-E-L.

Speaker speaker_0: Yeah, T-E-L, I got that.

Speaker speaker_1: Okay, perfect. Sorry.

Speaker speaker_0: And that @uhhospitals.org?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay... dot org. Okay. So the email that you should be looking out for will be coming from info, that's I-N-F-O-

Speaker speaker_1: Okay.

Speaker speaker_0: ... @benefitsfromacard.com. Okay?

Speaker speaker_1: Awesome, thank you so much.

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

Speaker speaker_1: You too.

Speaker speaker_0: All right, bye-bye.

Speaker speaker_1: Mm, bye.