

Transcript: Justin

Mills-4962071508729856-5395583260999680

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? Yes, I'm just calling to verify, um, insurance benefits for one of our patients for a PCP office visit. Okay. What's the patient's first and last name? Um, first name is Jessie Crawford. Sorry, hold on, I'm on another screen. And confirm their date of birth. His birthday is... his birthday is 10/14/63. And Jessie, that's spelled J-E-S-S-I-E? No, J-E-S-S-E. S. Okay, 'cause the only Jessie I have in my system with, with a date of birth of 1995. Is Jessie listed as a primary or are they a dependent? Oh, they're a depen-: it's, uh, it's for his wife. I'm sorry, excuse me. Her name is Deanna Crawford and her birthday is 12/16/69. One second. And Diana, D-I-A-N-A? No, De-... D-E-A-N-N-A. 12/16... let's see here. Okay, so Jessie, um, so they are covered for hospitals, doctors and medications. However, they're not currently active in the coverage for this week. When will they... that will be, um, go in effect? Um, so they became effective as of December 16th of 2024. However, we haven't received any deductions from, um, Deanna, so she's not currently active. Okay. I'll tell her to call on, on that one. All righty, thank you so much. I'll let her know. You're welcome. You have a great day, okay? All right. Uh, bye-bye. Bye-bye.

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: Yes, I'm just calling to verify, um, insurance benefits for one of our patients for a PCP office visit.

Speaker speaker_1: Okay. What's the patient's first and last name?

Speaker speaker_2: Um, first name is Jessie Crawford. Sorry, hold on, I'm on another screen.

Speaker speaker_1: And confirm their date of birth.

Speaker speaker_2: His birthday is... his birthday is 10/14/63.

Speaker speaker_1: And Jessie, that's spelled J-E-S-S-I-E?

Speaker speaker_2: No, J-E-S-S-E.

Speaker speaker_1: S. Okay, 'cause the only Jessie I have in my system with, with a date of birth of 1995. Is Jessie listed as a primary or are they a dependent?

Speaker speaker_2: Oh, they're a depen-: it's, uh, it's for his wife. I'm sorry, excuse me. Her name is Deanna Crawford and her birthday is 12/16/69.

Speaker speaker_1: One second. And Diana, D-I-A-N-A?

Speaker speaker_2: No, De-... D-E-A-N-N-A.

Speaker speaker_1: 12/16... let's see here. Okay, so Jessie, um, so they are covered for hospitals, doctors and medications. However, they're not currently active in the coverage for this week.

Speaker speaker_2: When will they... that will be, um, go in effect?

Speaker speaker_1: Um, so they became effective as of December 16th of 2024. However, we haven't received any deductions from, um, Deanna, so she's not currently active.

Speaker speaker_2: Okay. I'll tell her to call on, on that one. All righty, thank you so much. I'll let her know.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: All right. Uh, bye-bye.

Speaker speaker_1: Bye-bye.