Transcript: Justin Mills-5004491944017920-485043884908540

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. My name is Amy, and I am calling from North Austin Medical Center. And we have a patient that has you folks listed as their tertiary coverage, and I have never even heard of you before. So, I'm just wondering what kind of policy this is. Okay. Well us at Benefits and a Card, we're the benefit administrators for staffing agencies, so we're not the actual insurance carrier. However, what i- what's the patient's first and last name so I can pull their file for you to confirm what they are enrolled into? Uh, first name is Henry. Last name P like papa, E-R-E-I-D like David, A. Now, is Henry listed as a primary or is he a, a dependent? Uh, he's... I don't have any idea. Okay. 'Cause I'm not having that first and last name pull up in my system. Okay. All right. Well, then I'll just make a note of that, and they'll have to get some more information from us. Awesome. Well, you have a wonderful day, okay? Thank you so much. You too. Bye-bye. Bye-bye.

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: Hi, Justin. My name is Amy, and I am calling from North Austin Medical Center. And we have a patient that has you folks listed as their tertiary coverage, and I have never even heard of you before. So, I'm just wondering what kind of policy this is.

Speaker speaker_0: Okay. Well us at Benefits and a Card, we're the benefit administrators for staffing agencies, so we're not the actual insurance carrier. However, what i- what's the patient's first and last name so I can pull their file for you to confirm what they are enrolled into?

Speaker speaker_1: Uh, first name is Henry. Last name P like papa, E-R-E-I-D like David, A.

Speaker speaker_0: Now, is Henry listed as a primary or is he a, a dependent?

Speaker speaker_1: Uh, he's... I don't have any idea.

Speaker speaker_0: Okay. 'Cause I'm not having that first and last name pull up in my system.

Speaker speaker_1: Okay. All right. Well, then I'll just make a note of that, and they'll have to get some more information from us.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: Thank you so much. You too. Bye-bye.

Speaker speaker_0: Bye-bye.