

## **Transcript: Justin**

**Mills-5058384688365568-5192875331338240**

### **Full Transcript**

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? My name is Jack, calling from the provider's office to know the patient eligibility and benefits. Okay. What's the patient's first and last name? Michelle Hall. So Mitchell Hall? Yes. Do you need spell? M like Mary, I like India, C like Charlie, H like hotel, E like echo, L like lima, L like lima, E like echo. Last name Hall, H like hotel, A like alpha, L like lima, L like lima. Do you have the last four of their social? The last four of social? 6506. Uh, was Michelle listed as a dependent or are they the primary? Hmm, I think primary. Okay, 'cause I'm not having a Michelle Hall pull up in my system. I have the ID number, medical ID number, and the date of birth, December 31st, 1974. Okay, bear with me one second. Mm-hmm.

### **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: My name is Jack, calling from the provider's office to know the patient eligibility and benefits.

Speaker speaker\_0: Okay. What's the patient's first and last name?

Speaker speaker\_1: Michelle Hall.

Speaker speaker\_0: So Mitchell Hall?

Speaker speaker\_1: Yes. Do you need spell? M like Mary, I like India, C like Charlie, H like hotel, E like echo, L like lima, L like lima, E like echo. Last name Hall, H like hotel, A like alpha, L like lima, L like lima.

Speaker speaker\_0: Do you have the last four of their social?

Speaker speaker\_1: The last four of social? 6506.

Speaker speaker\_0: Uh, was Michelle listed as a dependent or are they the primary?

Speaker speaker\_1: Hmm, I think primary.

Speaker speaker\_0: Okay, 'cause I'm not having a Michelle Hall pull up in my system.

Speaker speaker\_1: I have the ID number, medical ID number, and the date of birth, December 31st, 1974.

Speaker speaker\_0: Okay, bear with me one second.

Speaker speaker\_1: Mm-hmm.