

Transcript: Justin

Mills-5080806173229056-5241565616324608

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on Cart. This is Justin. How can I help you today? Yes, hi. This is Adam calling from DuPage Medical Group. I am calling to check the eligibility status for the patient. Okay. What's the patient's first and last name? Yes, the patient's first name is Joseph. Last name is Ruzelis. Can you spell the last name for me? Yes. It is Ruzelis. R as in Romeo, U as in Uniform, S as in Sierra, U as in Uniform, L as in Lima, I as in India, S as in Sierra. And Joseph, J-O-S-E-P-H? Joseph Ruzelis, yes. Okay. And do you have their date of birth by any chance? He has a date of birth of December 12th, 1979. Okay. So let's see here. So it looks like Joseph isn't currently enrolled into anything anymore. Last thing we had on him... Let's see here. Was back in 2023. So what is the effective date? Um, the effective date, let's see, was January 3rd of 2022 until January 1st of 2023. January 1st of 2023, right? Correct. And there is no term date, right? I stated the start date was January 3rd of 2022. The term date is January 1st of 2023. Termed on January 1st, 2023. The coverage begin date was January 3rd of 2022 and termed on January 1st of 2023, right? Correct. Okay. May I have your name, name please, sir? My name is Justin. John? Justin. Justin. Okay. And may I have your last name? M as in Mary. Okay. And may I have the call reference number? So it's my first name, Justin, M as in Mary, then today's date. Okay. Thanks a lot, Justin, for the information. Have a nice day. You have a good day to you. You do the same. Thank you so much. 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 on Cart. This is Justin. How can I help you today?

Speaker speaker_2: Yes, hi. This is Adam calling from DuPage Medical Group. I am calling to check the eligibility status for the patient.

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

Speaker speaker_2: Yes, the patient's first name is Joseph. Last name is Ruzelis.

Speaker speaker_1: Can you spell the last name for me?

Speaker speaker_2: Yes. It is Ruzelis. R as in Romeo, U as in Uniform, S as in Sierra, U as in Uniform, L as in Lima, I as in India, S as in Sierra.

Speaker speaker_1: And Joseph, J-O-S-E-P-H?

Speaker speaker_2: Joseph Ruzelis, yes.

Speaker speaker_1: Okay. And do you have their date of birth by any chance?

Speaker speaker_2: He has a date of birth of December 12th, 1979.

Speaker speaker_1: Okay. So let's see here. So it looks like Joseph isn't currently enrolled into anything anymore. Last thing we had on him... Let's see here. Was back in 2023.

Speaker speaker_2: So what is the effective date?

Speaker speaker_1: Um, the effective date, let's see, was January 3rd of 2022 until January 1st of 2023.

Speaker speaker_2: January 1st of 2023, right?

Speaker speaker_1: Correct.

Speaker speaker_2: And there is no term date, right?

Speaker speaker_1: I stated the start date was January 3rd of 2022. The term date is January 1st of 2023.

Speaker speaker_2: Termed on January 1st, 2023. The coverage begin date was January 3rd of 2022 and termed on January 1st of 2023, right?

Speaker speaker_1: Correct.

Speaker speaker_2: Okay. May I have your name, name please, sir?

Speaker speaker_1: My name is Justin.

Speaker speaker_2: John?

Speaker speaker_1: Justin.

Speaker speaker_2: Justin. Okay. And may I have your last name?

Speaker speaker_1: M as in Mary.

Speaker speaker_2: Okay. And may I have the call reference number?

Speaker speaker_1: So it's my first name, Justin, M as in Mary, then today's date.

Speaker speaker_2: Okay. Thanks a lot, Justin, for the information. Have a nice day. You have a good day to you.

Speaker speaker_1: You do the same.

Speaker speaker_2: Thank you so much. Bye.