

## **Transcript: Justin**

**Mills-5363612173123584-5264704277233664**

### **Full Transcript**

Thank you for calling Benefits and Occurred. This is Justin. How can I help you today? Hi, Justin. Hi, this is, uh, Roy calling from provider office. I'm checking for the member eligibility information. Okay. What's the patient first and last name? Patient first name is Brett, B-R-E-T-T. Last name is Straw, R-, and date of birth, February 20, 1987. Uh, so let's see here. So it looks like Brett isn't currently enrolled into anything anymore. Um, last day of active coverage was April 7th of 2024. When was, uh, effective? Uh, January 1st of 2024. Can you give the call-in person number? Yes. My first name, which is Justin, and then M as in Mary, and then today's date. Thank you, Justin <> information. Have a nice day. Say goodbye. All right. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and Occurred. This is Justin. How can I help you today?

Speaker speaker\_1: Hi, Justin. Hi, this is, uh, Roy calling from provider office. I'm checking for the member eligibility information.

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

Speaker speaker\_1: Patient first name is Brett, B-R-E-T-T. Last name is Straw, R-, and date of birth, February 20, 1987.

Speaker speaker\_0: Uh, so let's see here. So it looks like Brett isn't currently enrolled into anything anymore. Um, last day of active coverage was April 7th of 2024.

Speaker speaker\_1: When was, uh, effective?

Speaker speaker\_0: Uh, January 1st of 2024.

Speaker speaker\_1: Can you give the call-in person number?

Speaker speaker\_0: Yes. My first name, which is Justin, and then M as in Mary, and then today's date.

Speaker speaker\_1: Thank you, Justin <> information. Have a nice day. Say goodbye.

Speaker speaker\_0: All right. Bye-bye.