

Transcript: Justin

Mills-5621821558702080-4714190077902848

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits . This is Justin, how can I help you today? Hi, Justin. Hi, this is Roy calling from office. I need member eligibility. Okay. What is the patient's first and last name? Patient first name is Ligmia Lake and date of birth December 6th of 2002. Will you spell the first and last name for me please? You asking patient first name or my first name? The patient's first and last name. Can you spell it for me please? Uh, sure. Patient first name is Ligmia, N as in Nancy, E as in echo, H as in Henry, M as in Mike, I as in India, A as in alpha, H as in Henry. And last name is Lake, L, Lima, A, alpha, K, kilo, E, echo. Lake. You got it. December 6th of 2002. Okay. So let's see here. So looks like the member canceled their coverage back on November 26th. Uh, last day of active coverage was December 8th of 2024. When was active? Uh, member became active, uh, as of, let's see, December or November 11th, my apologies. And last day of active coverage was dec- November, November... See. November 11, 2024 to what the termination date? The termination date? December 8th, 2024. Yes. Patient have any other active policy? Uh, no sir. Member is no longer active in the coverage. Like I said, termination date was December 8th of 2024. Call the first number. So my first name, which is Justin, M as in Mary, and then today's date. Thank you, Justin. Thanks for all that information. Thanks for your assistance. Okay, goodbye. Have a nice day. All right. 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 . This is Justin, how can I help you today?

Speaker speaker_2: Hi, Justin. Hi, this is Roy calling from office. I need member eligibility.

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

Speaker speaker_2: Patient first name is Ligmia Lake and date of birth December 6th of 2002.

Speaker speaker_1: Will you spell the first and last name for me please?

Speaker speaker_2: You asking patient first name or my first name?

Speaker speaker_1: The patient's first and last name. Can you spell it for me please?

Speaker speaker_2: Uh, sure. Patient first name is Ligmia, N as in Nancy, E as in echo, H as in Henry, M as in Mike, I as in India, A as in alpha, H as in Henry. And last name is Lake, L, Lima, A, alpha, K, kilo, E, echo. Lake. You got it. December 6th of 2002.

Speaker speaker_1: Okay. So let's see here. So looks like the member canceled their coverage back on November 26th. Uh, last day of active coverage was December 8th of 2024.

Speaker speaker_2: When was active?

Speaker speaker_1: Uh, member became active, uh, as of, let's see, December or November 11th, my apologies. And last day of active coverage was dec-

Speaker speaker_2: November, November... See. November 11, 2024 to what the termination date?

Speaker speaker_1: The termination date? December 8th, 2024.

Speaker speaker_2: Yes. Patient have any other active policy?

Speaker speaker_1: Uh, no sir. Member is no longer active in the coverage. Like I said, termination date was December 8th of 2024.

Speaker speaker_2: Call the first number.

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

Speaker speaker_2: Thank you, Justin. Thanks for all that information. Thanks for your assistance. Okay, goodbye. Have a nice day.

Speaker speaker_1: All right. Bye-bye.