

Transcript: Justin

Mills-5645673058975744-5978083797680128

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? My name is Jack, last name initial A as in alpha, calling from the provider's office to know the patient eligibility and benefits. Okay. What's the patient's first and last name? The patient's name is Hall Michelle A. Can you spell the first and last name for me, please? H like hotel, A like alpha, L like lima, L like lima. Last name M like Mary, I like India, C like Charlie, H like hotel, E like echo, L like lima, L like lima, E like echo. Let's see here. And do you have the last four of their Social? Last four of the Social? Yes, just wait a second... Yes, just wait a second, sir... Social security last four 6506. 6506. Okay. Let's see here. And you're calling from a medical provider's office? Yes, medical. Okay. So it looks like Michelle's covered for hospitals, doctors and medications, uh, became active as of March 10th of 2025. Uh, they are currently active for this week. However, what were you specifically needing? Uh, it looked like Michelle covered for hospitals, doctors, medications, became active as of March 10th of 2025, currently active for this week. Correct. All right. Okay. I need, uh... You mean the effective date is March 10th, 2025? Correct. Okay. I need benefits for specialist office visit, and I have two CPT codes. I need benefits for that codes. Okay. Bear with me one second.

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: My name is Jack, last name initial A as in alpha, 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: The patient's name is Hall Michelle A.

Speaker speaker_0: Can you spell the first and last name for me, please?

Speaker speaker_1: H like hotel, A like alpha, L like lima, L like lima. Last name M like Mary, I like India, C like Charlie, H like hotel, E like echo, L like lima, L like lima, E like echo.

Speaker speaker_0: Let's see here. And do you have the last four of their Social?

Speaker speaker_1: Last four of the Social? Yes, just wait a second... Yes, just wait a second, sir... Social security last four 6506.

Speaker speaker_0: 6506. Okay. Let's see here. And you're calling from a medical provider's office?

Speaker speaker_1: Yes, medical.

Speaker speaker_0: Okay. So it looks like Michelle's covered for hospitals, doctors and medications, uh, became active as of March 10th of 2025. Uh, they are currently active for this week. However, what were you specifically needing?

Speaker speaker_1: Uh, it looked like Michelle covered for hospitals, doctors, medications, became active as of March 10th of 2025, currently active for this week.

Speaker speaker_0: Correct.

Speaker speaker_1: All right. Okay. I need, uh... You mean the effective date is March 10th, 2025?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. I need benefits for specialist office visit, and I have two CPT codes. I need benefits for that codes.

Speaker speaker_0: Okay. Bear with me one second.