

Transcript: Justin

Mills-5677794634547200-6401912631771136

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, Justin. My name's Felicia and I'm calling with the dental office. Um, we received a claim that says, "We're waiting for information to confirm eligibility from Benefits in a Card." I have no idea what that means. Um, yeah. Bear with me one second, okay? Okay. Okay.

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: Hi, Justin. My name's Felicia and I'm calling with the dental office. Um, we received a claim that says, "We're waiting for information to confirm eligibility from Benefits in a Card." I have no idea what that means.

Speaker speaker_0: Um, yeah. Bear with me one second, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay.