

## Transcript: Justin

**Mills-5809408743784448-6600693360574464**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Um, yes, I need to verify the policy is still active for a patient. Okay. What's the patient's first and last name? Xavier Daniels. Xavier, X-A-V-I-E-R? X-A-V-I-E-R. Oh, Xavier. My apologies. Mm-hmm. And do you have Xavier's date of birth? 1/29/1999. Let's see here. Okay. So it looks like I have two files on this member. Do you have his employer by any chance? Uh... Let's see. If I can find it. I don't have his employer listed here. Um... No worries. Let's see here. I'll just pull up the most recent file. Um... So Innovative. Calendar. So it looks like he had active coverage from August 19th of 2024 to October 6th of 2024. So he's no longer- Okay. ... active. Okay. You said October 6th is when that ended? Correct. Okay. All right. All right. I'll update that. Thank you. You're welcome. You have a great day, okay? You too. Bye-bye. 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 in a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Um, yes, I need to verify the policy is still active for a patient.

Speaker speaker\_1: Okay. What's the patient's first and last name?

Speaker speaker\_2: Xavier Daniels.

Speaker speaker\_1: Xavier, X-A-V-I-E-R?

Speaker speaker\_2: X-A-V-I-E-R.

Speaker speaker\_1: Oh, Xavier. My apologies.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: And do you have Xavier's date of birth?

Speaker speaker\_2: 1/29/1999.

Speaker speaker\_1: Let's see here. Okay. So it looks like I have two files on this member. Do you have his employer by any chance?

Speaker speaker\_2: Uh... Let's see. If I can find it. I don't have his employer listed here. Um...

Speaker speaker\_1: No worries. Let's see here. I'll just pull up the most recent file.

Speaker speaker\_2: Um...

Speaker speaker\_1: So Innovative. Calendar. So it looks like he had active coverage from August 19th of 2024 to October 6th of 2024. So he's no longer-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... active.

Speaker speaker\_2: Okay. You said October 6th is when that ended?

Speaker speaker\_1: Correct.

Speaker speaker\_2: Okay. All right. All right. I'll update that. Thank you.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: You too. Bye-bye.

Speaker speaker\_1: All right. Bye-bye.