

Transcript: Justin

Mills-588412225917952-5208968265154560

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey. How you doing? I was calling to see if you guys verified, um, my coverage, um, to my insurance company. Uh, you were wanting to verify coverage to your insurance company? Mm. Uh, they was waiting on... I had a claim, and they was waiting on you guys to verify that I had coverage to date of service. Um, here, let me check on that. What's that staffing agency you work for? On Track. And the last four of your social? 3989. And what was your first and last name? Santana Price. Okay. And for security purposes, could you verify the home address, including city, state and zip code? 5613 Hill, Turnhill Drive, Apartment 308 in Fort Worth, Texas 76112. And confirm your date of birth? 10/14/1985. And a good telephone number have a 682-372-2532? Yeah. And the email address have as santanaprice28@gmail? Yes. Okay, so let's see here. So looking at note history, mm, I'm not seeing where the account manager notated the account. But let me reach out to that, uh, representative that you spoke to on the 12th to see if she received a word back from the account manager. Do you mind if I place you on a brief hold for a second? No problem. Hello, Ms. Price, you still there? Yes. Awesome. Thank you so much for holding. So I do know that the back office, or the account manager did reach out to the insurance carrier, uh, regarding currently paid to, for that claim. Um, so we actually haven't received information from the insurance carrier just yet, but I do know that the representative, uh, that you did speak with on the 12th, she did inform me that once she does receive in, more information regarding that, she would give you a call back. Um, but as of right now, we did send an information, or send this, uh, information to the insurance carrier for them to check on it, but we're just waiting on them to receive word back from them to see what's going on. Okay, thank you. You're welcome. But is there anything else that I can help you out with today, Ms. Price? No. Thank you so much. You're welcome. You have a great weekend, okay? Okay. You, too. Okay, 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 and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hey. How you doing? I was calling to see if you guys verified, um, my coverage, um, to my insurance company.

Speaker speaker_1: Uh, you were wanting to verify coverage to your insurance company?

Speaker speaker_2: Mm. Uh, they was waiting on... I had a claim, and they was waiting on you guys to verify that I had coverage to date of service.

Speaker speaker_1: Um, here, let me check on that. What's that staffing agency you work for?

Speaker speaker_2: On Track.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 3989.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Santana Price.

Speaker speaker_1: Okay. And for security purposes, could you verify the home address, including city, state and zip code?

Speaker speaker_2: 5613 Hill, Turnhill Drive, Apartment 308 in Fort Worth, Texas 76112.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: 10/14/1985.

Speaker speaker_1: And a good telephone number have a 682-372-2532?

Speaker speaker_2: Yeah.

Speaker speaker_1: And the email address have as santanaprice28@gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so let's see here. So looking at note history, mm, I'm not seeing where the account manager notated the account. But let me reach out to that, uh, representative that you spoke to on the 12th to see if she received a word back from the account manager. Do you mind if I place you on a brief hold for a second?

Speaker speaker_2: No problem.

Speaker speaker_1: Hello, Ms. Price, you still there?

Speaker speaker_2: Yes.

Speaker speaker_1: Awesome. Thank you so much for holding. So I do know that the back office, or the account manager did reach out to the insurance carrier, uh, regarding currently paid to, for that claim. Um, so we actually haven't received information from the insurance carrier just yet, but I do know that the representative, uh, that you did speak with on the 12th, she did inform me that once she does receive in, more information regarding that, she would give you a call back. Um, but as of right now, we did send an information, or send this, uh, information to the insurance carrier for them to check on it, but we're just waiting on them to receive word back from them to see what's going on.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: You're welcome. But is there anything else that I can help you out with today, Ms. Price?

Speaker speaker_2: No. Thank you so much.

Speaker speaker_1: You're welcome. You have a great weekend, okay?

Speaker speaker_2: Okay. You, too.

Speaker speaker_1: Okay, bye-bye.