

Transcript: Justin

Mills-5931622607568896-5829101738213376

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? Hi, Justin. My name is Nori. I'm actually calling from TriHealth in Cincinnati, Ohio. I wasn't given an option as a provider. Can you, uh, give me that option please? Um, were you checking on claim status or eligibility? Yes. Claim status. Okay. Um, bear with me one second, okay? Sure, sure.

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: Hi, Justin. My name is Nori. I'm actually calling from TriHealth in Cincinnati, Ohio. I wasn't given an option as a provider. Can you, uh, give me that option please?

Speaker speaker_1: Um, were you checking on claim status or eligibility?

Speaker speaker_2: Yes. Claim status.

Speaker speaker_1: Okay. Um, bear with me one second, okay?

Speaker speaker_2: Sure, sure.