

Transcript: Justin

Mills-5936486843990016-6500278611001344

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Um, yes, sir. Um, I'm just trying to do the verifications. Um, verifications for what? For the ... Um, I don't know what I have to do here exactly. I got this card and I'm just trying to make sure... I don't know if I have to call y'all or what, so, uh, you know what I mean? I don't know if it's set any- uh, like set anything up, or... You know what I mean? Yeah. Um, well, I do know if you received the ID card you should be already active in the coverage. Um, what's the staffing agency you work for? Oh, okay, okay. I just wasn't sure because it said, like, "Call to verify" on the back, so I wasn't sure if I had to talk to somebody. You know what I mean? Yeah. It's for providers, for eligibility purposes. Oh, okay, okay, okay. I'm just... Okay. I appreciate it. Thank you, sir. You're welcome. You have a great day, okay? All right. You too. All right. Bye-bye. Bye.

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: Um, yes, sir. Um, I'm just trying to do the verifications.

Speaker speaker_0: Um, verifications for what?

Speaker speaker_1: For the ... Um, I don't know what I have to do here exactly. I got this card and I'm just trying to make sure... I don't know if I have to call y'all or what, so, uh, you know what I mean? I don't know if it's set any- uh, like set anything up, or... You know what I mean?

Speaker speaker_0: Yeah. Um, well, I do know if you received the ID card you should be already active in the coverage. Um, what's the staffing agency you work for?

Speaker speaker_1: Oh, okay, okay. I just wasn't sure because it said, like, "Call to verify" on the back, so I wasn't sure if I had to talk to somebody. You know what I mean?

Speaker speaker_0: Yeah. It's for providers, for eligibility purposes.

Speaker speaker_1: Oh, okay, okay, okay. I'm just... Okay. I appreciate it. Thank you, sir.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: All right. You too.

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_1: Bye.