

Transcript: Justin

Mills-5992000815022080-6572817832394752

Full Transcript

Thank you for calling Benefit CenterCard. This is Justin. How can I help you today? Hi, Justin. This is Ven from provider's office. So I need the member's eligibility. Okay. What's the patient's first and last name? The first name is Tami. It's T-A-M-I. Last name, it is Brinker. B-R-I-N-K-E-R. And confirm their date of birth. It's 8/31 of 1982. Okay, so it looks like the member canceled their coverage back in December of 2024, so they're not currently enrolled into anything. Uh, I need for the date of service 11/6 of 2024. We have the pending claim that has not been submitted yet. Yeah. Bear with me one second. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit CenterCard. This is Justin. How can I help you today?

Speaker speaker_1: Hi, Justin. This is Ven from provider's office. So I need the member's eligibility.

Speaker speaker_0: Okay. What's the patient's first and last name?

Speaker speaker_1: The first name is Tami. It's T-A-M-I. Last name, it is Brinker. B-R-I-N-K-E-R.

Speaker speaker_0: And confirm their date of birth.

Speaker speaker_1: It's 8/31 of 1982.

Speaker speaker_0: Okay, so it looks like the member canceled their coverage back in December of 2024, so they're not currently enrolled into anything.

Speaker speaker_1: Uh, I need for the date of service 11/6 of 2024. We have the pending claim that has not been submitted yet.

Speaker speaker_0: Yeah. Bear with me one second.

Speaker speaker_1: Thank you.