

Transcript: Justin

Mills-5997195138383872-5601071177089024

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. Um, my name's Ashley. I'm calling from the Union County Physicians Corporation. I just need to, uh, verify eligibility and active coverage for one of your members. Okay. What's the patient's first and last name? Uh, Brooklyn Woods. And confirm their date of birth? It is March 24th, 2005. Let's see here. So looking at the file, looks like the member's covered for preventative healthcare services only. Um, became active as of August 26th of 2024. Okay, perfect. And that is all I need. Thank you. You're welcome. You have a great weekend, okay? Thanks. You as well. Oh, also, I'm sorry. I didn't catch what- what was your name? Name is Justin. Justin? Okay. Thank you, Justin. You have a great rest of your day. You do the same, okay?

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. Um, my name's Ashley. I'm calling from the Union County Physicians Corporation. I just need to, uh, verify eligibility and active coverage for one of your members.

Speaker speaker_1: Okay. What's the patient's first and last name?

Speaker speaker_2: Uh, Brooklyn Woods.

Speaker speaker_1: And confirm their date of birth?

Speaker speaker_2: It is March 24th, 2005.

Speaker speaker_1: Let's see here. So looking at the file, looks like the member's covered for preventative healthcare services only. Um, became active as of August 26th of 2024.

Speaker speaker_2: Okay, perfect. And that is all I need. Thank you.

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

Speaker speaker_2: Thanks. You as well. Oh, also, I'm sorry. I didn't catch what- what was your name?

Speaker speaker_1: Name is Justin.

Speaker speaker_2: Justin? Okay. Thank you, Justin. You have a great rest of your day.

Speaker speaker_1: You do the same, okay?