

## **Transcript: Justin**

**Mills-6108875769823232-6621514593779712**

### **Full Transcript**

Thank you for calling Benefits and Occur. This is Justin. How can I help you today? Hi, Justin. Um, I'm with a provider and I need a mailing address for claims. Uh, yeah. Let's see. They cut off the card for that information. Okay. Bear with me one second. Um, so I have multiple claims addresses. Who's the member so I can provide you the correct one? Um, Stephen Hicks, date of birth 8/18/1994. Um... Let's see here. So I have May. So that's for 90-degree benefits and let me know whenever you're ready. I am ready. Okay. So it's PO Box 21704 in Eagan, Minnesota 55121. 55121. Thank you so much. I appreciate your help. You're welcome. Is there anything else I could assist you with today? Nope, that's it. Awesome. Well, you have a wonderful day, okay? You too. All right. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and Occur. This is Justin. How can I help you today?

Speaker speaker\_1: Hi, Justin. Um, I'm with a provider and I need a mailing address for claims.

Speaker speaker\_0: Uh, yeah. Let's see.

Speaker speaker\_1: They cut off the card for that information.

Speaker speaker\_0: Okay. Bear with me one second. Um, so I have multiple claims addresses. Who's the member so I can provide you the correct one?

Speaker speaker\_1: Um, Stephen Hicks, date of birth 8/18/1994. Um...

Speaker speaker\_0: Let's see here. So I have May. So that's for 90-degree benefits and let me know whenever you're ready.

Speaker speaker\_1: I am ready.

Speaker speaker\_0: Okay. So it's PO Box 21704 in Eagan, Minnesota 55121.

Speaker speaker\_1: 55121. Thank you so much. I appreciate your help.

Speaker speaker\_0: You're welcome. Is there anything else I could assist you with today?

Speaker speaker\_1: Nope, that's it.

Speaker speaker\_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_1: You too.

Speaker speaker\_0: All right. Bye-bye.