

## **Transcript: Justin**

**Mills-6296988636626944-4567892416217088**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Justin, hi. This is Linda calling from Mercy Hospital. I have a claim out here, and, um, I need to check eligibility on this patient. Okay. Um, what's the patient's first and last name? Ricky Thao, T-H-A-O. And do you have his date of birth? 02/17 of '95. Okay. So let's see here. And what was the service date, if you don't mind me asking? Um, one of them is 09/18 of '24. 09/18 of '24. Let's see. So looking at the file, he did have active coverage during that week, uh, for hospitals, doctors and medication coverage, as well as preventative healthcare services. Okay. So I- let me see when the other one was. They might have been more close together. Oh. 09/17. So, yeah. Okay, so he... So does he have a span date there that I can put in our system of- Um. ... effective and ineffective dates, or is it a... Yes. So he became active in the coverage as of September 9th of 2024, and the last day of active coverage was October 13th of 2024. Okay. So can you tell me if you have claims out there for him? Um, no, I actually don't have claim status. But let me get somebody on at the insurance carrier who can help further assist you with that. Do you mind- Okay. ... if I place you in a brief hold? I appreciate it. Thank you so much. You're welcome.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Justin, hi. This is Linda calling from Mercy Hospital. I have a claim out here, and, um, I need to check eligibility on this patient.

Speaker speaker\_1: Okay. Um, what's the patient's first and last name?

Speaker speaker\_2: Ricky Thao, T-H-A-O.

Speaker speaker\_1: And do you have his date of birth?

Speaker speaker\_2: 02/17 of '95.

Speaker speaker\_1: Okay. So let's see here. And what was the service date, if you don't mind me asking?

Speaker speaker\_2: Um, one of them is 09/18 of '24.

Speaker speaker\_1: 09/18 of '24. Let's see. So looking at the file, he did have active coverage during that week, uh, for hospitals, doctors and medication coverage, as well as preventative healthcare services.

Speaker speaker\_2: Okay. So I- let me see when the other one was. They might have been more close together. Oh. 09/17. So, yeah. Okay, so he... So does he have a span date there that I can put in our system of-

Speaker speaker\_1: Um.

Speaker speaker\_2: ... effective and ineffective dates, or is it a...

Speaker speaker\_1: Yes. So he became active in the coverage as of September 9th of 2024, and the last day of active coverage was October 13th of 2024.

Speaker speaker\_2: Okay. So can you tell me if you have claims out there for him?

Speaker speaker\_1: Um, no, I actually don't have claim status. But let me get somebody on at the insurance carrier who can help further assist you with that. Do you mind-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... if I place you in a brief hold?

Speaker speaker\_2: I appreciate it. Thank you so much.

Speaker speaker\_1: You're welcome.