

Transcript: Justin

Mills-6405013667627008-6448989233790976

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Card. This is Justin. How can I help you today? Hi, Justin. This is Mark, and my last name, for the record, is Kay, as in kilo. I'm calling on behalf of provider's office, Drake County Hospital. Okay. How can I help you today? Yeah. Actually, I'm calling for, to check on a claim you set up for patient Darryl Gordon. Yeah. Bear with me one second- And I found this number on the... Sir, thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits Center Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi, Justin. This is Mark, and my last name, for the record, is Kay, as in kilo. I'm calling on behalf of provider's office, Drake County Hospital.

Speaker speaker_1: Okay. How can I help you today?

Speaker speaker_2: Yeah. Actually, I'm calling for, to check on a claim you set up for patient Darryl Gordon.

Speaker speaker_1: Yeah. Bear with me one second-

Speaker speaker_2: And I found this number on the... Sir, thank you.