

## **Transcript: Justin**

**Mills-6446721997914112-5867647982288896**

### **Full Transcript**

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Uh, hi, Justin. This is Melanie again. Uh, but, uh, you have transferred the call previously, right, for the patient? Uh, not that I'm aware of. Uh, so for, uh, Ronald Peoples, uh, can we recheck again? Uh, are we checking on eligibility or- Mm-hmm. ... are you wanting to check codes? Uh, eligibility. Okay. I advised you earlier that the member was not currently enrolled into anything anymore. Oh, okay. Uh, could you provide me the termination date? Yeah. Uh, so let's see here. And when was Ronald's date of birth? Um, that is 1/30/1973. Let's see here. So it looks like the last day of active coverage was March 30th of 2025. Okay. And then, uh, can I get the call reference number for this call? Um, yeah. So it's my first name, which is Justin, and then M as in Mary, and then today's date. Got it. Thank you so much for your time as well. You're welcome. You have a great day, okay? Thank you. Likewise. Bye-bye. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Uh, hi, Justin. This is Melanie again. Uh, but, uh, you have transferred the call previously, right, for the patient?

Speaker speaker\_0: Uh, not that I'm aware of.

Speaker speaker\_1: Uh, so for, uh, Ronald Peoples, uh, can we recheck again?

Speaker speaker\_0: Uh, are we checking on eligibility or-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... are you wanting to check codes?

Speaker speaker\_1: Uh, eligibility.

Speaker speaker\_0: Okay. I advised you earlier that the member was not currently enrolled into anything anymore.

Speaker speaker\_1: Oh, okay. Uh, could you provide me the termination date?

Speaker speaker\_0: Yeah. Uh, so let's see here. And when was Ronald's date of birth?

Speaker speaker\_1: Um, that is 1/30/1973.

Speaker speaker\_0: Let's see here. So it looks like the last day of active coverage was March 30th of 2025.

Speaker speaker\_1: Okay. And then, uh, can I get the call reference number for this call?

Speaker speaker\_0: Um, yeah. So it's my first name, which is Justin, and then M as in Mary, and then today's date.

Speaker speaker\_1: Got it. Thank you so much for your time as well.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: Thank you. Likewise. Bye-bye.

Speaker speaker\_0: Bye.