

Transcript: Justin

Mills-6472363059232768-6226844944744448

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? Hello, sir. This is Emily. I'm calling from provider's office. How are you doing today? I'm doing well. And yourself? Yes, I am also fine. Thank you. Actually, I just want to know the check eligibility. I remember we just spoke and we couldn't find that member in our system. Yes. But, uh, we can try again, I guess. Florence- Yes. Because I found a SSN number for this patient. That's why I'm calling again. Okay. The Social, what's the Social? Social is 8379-67-3415. ... 415. For a Florence... Are you sure it's for Florence, 'cause I still don't have a Florence pull up in my system? Yes. It's 8379-67-3415. So, the last four, 3415. Florence is- Yes. ... still not pulling up in my system. It's Florence. F-L-O-R-E-N-C-E, correct? Yes. Okay. So, like I said, Florence is not pulling up in my system with the last four of that, with that Social. So, is that... Is Florence the primary or are they listed as a dependent? It's a primary. Yes, it's a primary, uh, insurance holder. Hello? Are you still here? Hello? Are you still there? Yes, I'm still here. Okay. So, if you stated that Florence is the policy holder and I'm informing you that Florence is not pulling up in our system, I don't know what else to tell you. Okay, no worries. There's no Florence in our system. No worries. Thank you so much for your kind of information and hope you enjoy rest of the day. Bye-bye. All right. Bye-bye.

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: Hello, sir. This is Emily. I'm calling from provider's office. How are you doing today?

Speaker speaker_1: I'm doing well. And yourself?

Speaker speaker_2: Yes, I am also fine. Thank you. Actually, I just want to know the check eligibility.

Speaker speaker_1: I remember we just spoke and we couldn't find that member in our system.

Speaker speaker_2: Yes.

Speaker speaker_1: But, uh, we can try again, I guess. Florence-

Speaker speaker_2: Yes. Because I found a SSN number for this patient. That's why I'm calling again.

Speaker speaker_1: Okay. The Social, what's the Social?

Speaker speaker_2: Social is 8379-67-3415.

Speaker speaker_1: ... 415. For a Florence... Are you sure it's for Florence, 'cause I still don't have a Florence pull up in my system?

Speaker speaker_2: Yes. It's 8379-67-3415.

Speaker speaker_1: So, the last four, 3415. Florence is-

Speaker speaker_2: Yes.

Speaker speaker_1: ... still not pulling up in my system.

Speaker speaker_2: It's Florence.

Speaker speaker_1: F-L-O-R-E-N-C-E, correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So, like I said, Florence is not pulling up in my system with the last four of that, with that Social. So, is that... Is Florence the primary or are they listed as a dependent?

Speaker speaker_2: It's a primary. Yes, it's a primary, uh, insurance holder. Hello? Are you still here?

Speaker speaker_1: Hello? Are you still there?

Speaker speaker_2: Yes, I'm still here.

Speaker speaker_1: Okay. So, if you stated that Florence is the policy holder and I'm informing you that Florence is not pulling up in our system, I don't know what else to tell you.

Speaker speaker_2: Okay, no worries.

Speaker speaker_1: There's no Florence in our system.

Speaker speaker_2: No worries. Thank you so much for your kind of information and hope you enjoy rest of the day. Bye-bye.

Speaker speaker_1: All right. Bye-bye.