

## Transcript: Justin

**Mills-6567930846724096-4941519878832128**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Our Card. This is Justin. How can I help you today? Yes, I need a verification of, um, coverage. Okay. What's the patient's first and last name? Um, last name is Bledsoe, B-L-E-D-S-O-E. Allen is the first name, A-L-L-E-N. And date of birth, 3/16/1988. Okay, let's see here. And you're calling from a medical provider's office? Yes. Okay. So it looks like Allen's covered for hospitals, doctors, and medications, um, became active as of September 30th of- Mm-hmm. ... 2024. Um, however, what were you specifically needing? Okay. So he... This is good then? Correct. He is currently active in the coverage. Yes, ma'am. All right. Okay, thank you. You're welcome. You have a great day- And you as well. ... okay? You too. 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 Our Card. This is Justin. How can I help you today?

Speaker speaker\_2: Yes, I need a verification of, um, coverage.

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

Speaker speaker\_2: Um, last name is Bledsoe, B-L-E-D-S-O-E. Allen is the first name, A-L-L-E-N. And date of birth, 3/16/1988.

Speaker speaker\_1: Okay, let's see here. And you're calling from a medical provider's office?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. So it looks like Allen's covered for hospitals, doctors, and medications, um, became active as of September 30th of-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... 2024. Um, however, what were you specifically needing?

Speaker speaker\_2: Okay. So he... This is good then?

Speaker speaker\_1: Correct. He is currently active in the coverage. Yes, ma'am.

Speaker speaker\_2: All right. Okay, thank you.

Speaker speaker\_1: You're welcome. You have a great day-

Speaker speaker\_2: And you as well.

Speaker speaker\_1: ... okay?

Speaker speaker\_2: You too. Bye-bye.