

## **Transcript: Justin**

**Mills-6591200757760000-6654140624093184**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Occur. This is Justin. How can I help you today? Hi, Justin. My name is Latisha. I'm with Whatley Health Service, and I was calling because I have Mr. Austin Katrell. He said he has ins- health insurance through y'all, but he don't know the ID number or what's the company's name. Um, yeah, yeah. Do you have the last four of his Social by any chance? Um, one second. Let me just filter out. It is five-zero-six-two. Let's see here. So he's with WorkSmart. Okay. And can you confirm his date of birth for me? Yes. It is January 4th, 2002. Okay. Um, so it looks like Austin's covered for preventative healthcare services as well as hospitals, doctors and medications. Um, number became active in the coverage as of yesterday, the 2nd. So unfortunately, I don't have any policy numbers to give out right now. Okay. And the insurance is called WorkSmart? Um, no, it's through American Public Life. American... Okay. Okay. Thank you. You're welcome. You have a great day, okay? You too.

### **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 Occur. This is Justin. How can I help you today?

Speaker speaker\_2: Hi, Justin. My name is Latisha. I'm with Whatley Health Service, and I was calling because I have Mr. Austin Katrell. He said he has ins- health insurance through y'all, but he don't know the ID number or what's the company's name.

Speaker speaker\_1: Um, yeah, yeah. Do you have the last four of his Social by any chance?

Speaker speaker\_2: Um, one second. Let me just filter out. It is five-zero-six-two.

Speaker speaker\_1: Let's see here. So he's with WorkSmart. Okay. And can you confirm his date of birth for me?

Speaker speaker\_2: Yes. It is January 4th, 2002.

Speaker speaker\_1: Okay. Um, so it looks like Austin's covered for preventative healthcare services as well as hospitals, doctors and medications. Um, number became active in the coverage as of yesterday, the 2nd. So unfortunately, I don't have any policy numbers to give out right now.

Speaker speaker\_2: Okay. And the insurance is called WorkSmart?

Speaker speaker\_1: Um, no, it's through American Public Life.

Speaker speaker\_2: American... Okay. Okay. Thank you.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: You too.