

Transcript: Justin

Mills-6610885000085504-5932037401001984

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, Justin. I wanted to, um, call about a, um, coverage from 2023, just to make sure that it was correct from y'all's end as far as a, an emergency room visit that I had. Okay. Um, what's the staffing agency you work for? Um, Hamilton Riker/priority personnel. And the last four of your social? 5627. And what was your first and last name? Sarah Lane. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Sarah? Sure, um, it's 519 Gooda Drive, New Braunfels, Texas 78130. And confirm your date of birth? February 20th, 1984. And a good telephone number have as 210-414-1662? That's correct. And the email have as sarah.84@gmail.com? That's correct. Okay. Um, so let's see here. So looking at the calendar, it looks like I can only go back as far as October of 2023. So you can't see any, any claims from July of 2023? Uh, not through us at Benefits in a Card. However, I can get somebody on at the insurance carrier who can help further assist you with claims. Oh, sure. That'd be awesome. Okay. Bear with me one second, okay? Thank you. You're welcome.

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: Hi, Justin. I wanted to, um, call about a, um, coverage from 2023, just to make sure that it was correct from y'all's end as far as a, an emergency room visit that I had.

Speaker speaker_0: Okay. Um, what's the staffing agency you work for?

Speaker speaker_1: Um, Hamilton Riker/priority personnel.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 5627.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Sarah Lane.

Speaker speaker_0: Okay. And for security purposes, could you verify your home address, including city, state and zip code, Sarah?

Speaker speaker_1: Sure, um, it's 519 Gooda Drive, New Braunfels, Texas 78130.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: February 20th, 1984.

Speaker speaker_0: And a good telephone number have as 210-414-1662?

Speaker speaker_1: That's correct.

Speaker speaker_0: And the email have as sarah.84@gmail.com?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. Um, so let's see here. So looking at the calendar, it looks like I can only go back as far as October of 2023.

Speaker speaker_1: So you can't see any, any claims from July of 2023?

Speaker speaker_0: Uh, not through us at Benefits in a Card. However, I can get somebody on at the insurance carrier who can help further assist you with claims.

Speaker speaker_1: Oh, sure. That'd be awesome.

Speaker speaker_0: Okay. Bear with me one second, okay?

Speaker speaker_1: Thank you.

Speaker speaker_0: You're welcome.