

Transcript: Justin

Mills-6734671683698688-6464955790573568

Full Transcript

Thank you for calling Benefits in a Cart. This is Justin. How can I help you today? Hi, M- Hi, Justin. How are you? Doing well, and yourself? I'm good. I just had a quick question. I'm, um, enrolled in MultiPlan through my employer, Creative Circle, but I just wanted to confirm that I am, um, I still do have coverage. I have an appointment tomorrow, and they were saying they had, um, some issues just confirming, and they were saying on my end, just to confirm that I am still, um, covered. Is there a way I could just get confirmation before I go? Yeah, let me check on that. So Creative Circle, what's the last four of your social? Sure, 8955. And your first and last name? Reginald Parker Hollis. Okay. And for security purposes, can you verify your home address, including city, state, and ZIP code, Reginald? Sure, um, this will be 1219 South Redondo, Redondo Boulevard, um, n- number three, that's my unit, but Los Angeles, California 90019. And your date of birth? Uh, 1/31/91. And a good telephone number to have is 917-751-5320? Yep, that's correct. And the email to have is reginald.n.hollis@gmail? Mm-hmm, correct. Okay. Um, so looking at the calendar, you are currently active in the coverage for this week, so yes, you do have active coverage, sir. Okay, thank you so much. I just wanted to confirm. I will let them know. Awesome. Well, you have a wonderful day, okay? You too. Take care. Bye. All right, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Cart. This is Justin. How can I help you today?

Speaker speaker_1: Hi, M- Hi, Justin. How are you?

Speaker speaker_0: Doing well, and yourself?

Speaker speaker_1: I'm good. I just had a quick question. I'm, um, enrolled in MultiPlan through my employer, Creative Circle, but I just wanted to confirm that I am, um, I still do have coverage. I have an appointment tomorrow, and they were saying they had, um, some issues just confirming, and they were saying on my end, just to confirm that I am still, um, covered. Is there a way I could just get confirmation before I go?

Speaker speaker_0: Yeah, let me check on that. So Creative Circle, what's the last four of your social?

Speaker speaker_1: Sure, 8955.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Reginald Parker Hollis.

Speaker speaker_0: Okay. And for security purposes, can you verify your home address, including city, state, and ZIP code, Reginald?

Speaker speaker_1: Sure, um, this will be 1219 South Redondo, Redondo Boulevard, um, n-number three, that's my unit, but Los Angeles, California 90019.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: Uh, 1/31/91.

Speaker speaker_0: And a good telephone number to have is 917-751-5320?

Speaker speaker_1: Yep, that's correct.

Speaker speaker_0: And the email to have is reginald.n.hollis@gmail?

Speaker speaker_1: Mm-hmm, correct.

Speaker speaker_0: Okay. Um, so looking at the calendar, you are currently active in the coverage for this week, so yes, you do have active coverage, sir.

Speaker speaker_1: Okay, thank you so much. I just wanted to confirm. I will let them know.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: You too. Take care. Bye.

Speaker speaker_0: All right, bye-bye.