

Transcript: VICTORIA

Taylor-4510495631261696-5104433505288192

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, I'm calling to see about a eligibility. I'm sorry, I can barely hear you. I'm calling to see about eligibility. Okay. What's the name of the office that you're calling from? WellStar Primary Care. Did you say WarStar? WellStar. WellStar Primary Care? Mm-hmm. The last four digits of the patient's Social? Um, we don't have the Social. Their name and... Their first and last name? I don't know how to pronounce it but it's Christazja, Christazja Rivers. I have the member ID of the insurance if you need that. I don't have a way to look it up by that. Can you spell the first name for me? C-H-R-I-S-T-A-Z-J-A. R, that's the first name, the R is gonna be the last name. R-I-V-E-R-S. First name is C-H-R-I-S-T-A-J-A? Yep. C-H-R-I-S-T-A-Z-J-A. Okay. Would you be able to verify their date of birth and address? August 4th, 1995 is the date of birth and their address is 3030 Continental Colony Parkway Southwest, Apartment 203. Okay. Um, let's see. So I do see that they're enrolled into a couple different things. Medical, dental and vision for employee only and the coverage is currently active. Okay. Okay, that's... Okay. For, um, for medical, correct? Yes, medical is on there. Okay. All righty, thank you. You're welcome. Have a wonderful day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Hi, I'm calling to see about a eligibility.

Speaker speaker_0: I'm sorry, I can barely hear you.

Speaker speaker_1: I'm calling to see about eligibility.

Speaker speaker_0: Okay. What's the name of the office that you're calling from?

Speaker speaker_1: WellStar Primary Care.

Speaker speaker_0: Did you say WarStar?

Speaker speaker_1: WellStar.

Speaker speaker_0: WellStar Primary Care?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: The last four digits of the patient's Social?

Speaker speaker_1: Um, we don't have the Social.

Speaker speaker_0: Their name and... Their first and last name?

Speaker speaker_1: I don't know how to pronounce it but it's Christazja, Christazja Rivers. I have the member ID of the insurance if you need that.

Speaker speaker_0: I don't have a way to look it up by that. Can you spell the first name for me?

Speaker speaker_1: C-H-R-I-S-T-A-Z-J-A. R, that's the first name, the R is gonna be the last name. R-I-V-E-R-S.

Speaker speaker_0: First name is C-H-R-I-S-T-A-J-A?

Speaker speaker_1: Yep. C-H-R-I-S-T-A-Z-J-A.

Speaker speaker_0: Okay. Would you be able to verify their date of birth and address?

Speaker speaker_1: August 4th, 1995 is the date of birth and their address is 3030 Continental Colony Parkway Southwest, Apartment 203.

Speaker speaker_0: Okay. Um, let's see. So I do see that they're enrolled into a couple different things. Medical, dental and vision for employee only and the coverage is currently active.

Speaker speaker_1: Okay. Okay, that's... Okay. For, um, for medical, correct?

Speaker speaker_0: Yes, medical is on there.

Speaker speaker_1: Okay. All righty, thank you.

Speaker speaker_0: You're welcome. Have a wonderful day.

Speaker speaker_1: You too.