

AI Assistant	Customer
Monica from Health Services. How can I be of help today?	
	Hello Monica. I'd like to check the status of my policy. Could you assist me with this, please?
I'd be happy to help you with that. To verify your policy status, I just need to confirm a few details with you. Could you please provide your member ID? It's a six-digit number.	
	I'm sorry, but I don't have my member ID with me at the moment. Is there another way you can verify my details?
No worries at all. I'll help you with that. In that case, could you please provide your first and last name?	
Nice to talk to you, Ethan. Could you also provide your zip code?	Certainly. My name is Ethan Robinson.
	My zip code is 80301.
Thanks, Ethan. Finally, may I have your date of birth? It is required to proceed further.	
	Of course. My date of birth is July 30, 1971. Phone Number: 510-633-5710
Thanks a bunch, Ethan. Appreciate your help. Hang tight. I'm grabbing your info. I've verified your policy status, and I see that it's currently active. Your policy end date is March 15, 2025. Is there anything else you'd like to know about your policy, or would you like me to clarify any of the benefits or guidelines?	
	Yes. I have an upcoming knee surgery and would like to know how my policy covers this procedure.
I've checked your policy details, and I see that you have a 50% co-insurance for surgical procedures, including outpatient and inpatient surgeries. This means you'll be responsible for 50% of the costs, and your insurance will cover the remaining 50%. Additionally, you	

<p>have a deductible of \$7,500 for individual coverage and an out-of-pocket maximum of \$9,400.</p> <p>This means that once you've met your deductible, you'll only be responsible for your coinsurance amount until you reach your out-of-pocket maximum.</p> <p>It's also important to note that prior authorization is required for inpatient admissions and selected outpatient procedures. Your participating provider will need to obtain approval before your surgery. If you have any further questions or concerns about your coverage, feel free to ask, and I'll do my best to help.</p>	
	Thank you for the information. I have one more question—do I have any outstanding payments on my account?
According to your records, you have an outstanding payment of \$280.30, which is due by December 24, 2025.	
	That's great, thank you very much. That's all I needed to know. Have a nice day. Goodbye.
<p>You're welcome, Ethan. It was my pleasure to help.</p> <p>Have a great day, and I hope your knee surgery goes smoothly.</p>	