

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. This is Health Benefits and the card. This is Malcolm. How can I help you? Yes, I was calling, uh, in reference of my son. Uh, I think he was maybe insured through you all, and he had... I mean, I- I'm standing in front for him. Uh, he, uh, got stopped about a month ago and I'm trying to find maybe on something different on his medical, uh, insurance, uh, ref so my son can get him in therapy. You say you, you calling on behalf... Is your son available? No. No. At this moment he got a print he can't talk and they're trying to get something to get him to therapy now. That's... I'm his daddy, but I got all this information. Okay. You mind if I put you on a brief hold? Oh, no. You go ahead. Thank you. Hey, are you there, sir? Yes, I'm here. All right. What is your name? Courtney Brisker. With a K. How do you spell the last name? B-R-I-S-K-E-R. You said E-R-I-S-K-E-R? Uh-uh. B as in boy. R-I-S-K-E-R. Last four of your social? Um, it's 20, 40. All right. For security purposes, can you verify address and date of birth? Birthday 66-97. Address 426 Brook View Drive. You... So it looks like he only... The only... It doesn't look like he has any active coverage. It don't look like he has any active coverage? No, sir. Okay. Is there anything else I can help you with today, Mr. Brisker? No, that ain't it. That's it. All right. Thanks for calling Health Benefits and the card. I hope you have a great rest of your day. All right.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: This is Health Benefits and the card. This is Malcolm. How can I help you?

Speaker speaker_2: Yes, I was calling, uh, in reference of my son. Uh, I think he was maybe insured through you all, and he had... I mean, I- I'm standing in front for him. Uh, he, uh, got stopped about a month ago and I'm trying to find maybe on something different on his medical, uh, insurance, uh, ref so my son can get him in therapy.

Speaker speaker_1: You say you, you calling on behalf... Is your son available?

Speaker speaker_2: No. No. At this moment he got a print he can't talk and they're trying to get something to get him to therapy now. That's... I'm his daddy, but I got all this information.

Speaker speaker_1: Okay. You mind if I put you on a brief hold?

Speaker speaker_2: Oh, no. You go ahead.

Speaker speaker_1: Thank you. Hey, are you there, sir?

Speaker speaker_2: Yes, I'm here.

Speaker speaker_1: All right. What is your name?

Speaker speaker_2: Courtney Brisker. With a K.

Speaker speaker_1: How do you spell the last name?

Speaker speaker_2: B-R-I-S-K-E-R.

Speaker speaker_1: You said E-R-I-S-K-E-R?

Speaker speaker_2: Uh-uh. B as in boy. R-I-S-K-E-R.

Speaker speaker_1: Last four of your social?

Speaker speaker_2: Um, it's 20, 40.

Speaker speaker_1: All right. For security purposes, can you verify address and date of birth?

Speaker speaker_2: Birthday 66-97. Address 426 Brook View Drive.

Speaker speaker_1: You... So it looks like he only... The only... It doesn't look like he has any active coverage.

Speaker speaker_2: It don't look like he has any active coverage?

Speaker speaker_1: No, sir.

Speaker speaker_2: Okay.

Speaker speaker_1: Is there anything else I can help you with today, Mr. Brisker?

Speaker speaker_2: No, that ain't it. That's it.

Speaker speaker_1: All right. Thanks for calling Health Benefits and the card. I hope you have a great rest of your day.

Speaker speaker_2: All right.