Transcript: Malcolm Nash-4639967944032256-5315644078866432

Full Transcript

... if the call has been answered at the time, this is Malcolm. How can I help you? I'm trying to verify eligibility for a patient. Okay. What's the name of the member? Ricus Covington. How do you spell that? R-I-C-U-S C-O-V-I-N-G-T-O-N. And last name? Covington. That was a C-O-V-I-N-G-T-O-N. Do you have address and date of birth? Date of birth is 3/16/1986. And the address is 1673 Thompson Drive, Winston-Salem, North Carolina, 27127. Okay. Yeah. So they have active coverage. Okay. And the network is MultiPlan? Yes, ma'am. Okay. For some reason he didn't pull up on the website. Uh, does he have any copays for primary specialty or urgent care office visits? So that would be a question you would ask the carrier directly. I wouldn't be able to answer that question because we're not the carrier. Okay. We're just playing administrator. Do you need the carrier's phone number? Okay. Then I just... uh, I'm good. I just need a reference number. Just my name and today's date. Okay. Thank you so much. No problem. You have a great week. You too. Bye-bye. Thank you.

Conversation Format

Speaker speaker_0: ... if the call has been answered at the time, this is Malcolm. How can I help you?

Speaker speaker_1: I'm trying to verify eligibility for a patient.

Speaker speaker_0: Okay. What's the name of the member?

Speaker speaker_1: Ricus Covington.

Speaker speaker_0: How do you spell that?

Speaker speaker_1: R-I-C-U-S C-O-V-I-N-G-T-O-N.

Speaker speaker_0: And last name?

Speaker speaker_1: Covington. That was a C-O-V-I-N-G-T-O-N.

Speaker speaker_0: Do you have address and date of birth?

Speaker speaker_1: Date of birth is 3/16/1986. And the address is 1673 Thompson Drive, Winston-Salem, North Carolina, 27127.

Speaker speaker_0: Okay. Yeah. So they have active coverage.

Speaker speaker_1: Okay. And the network is MultiPlan?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. For some reason he didn't pull up on the website. Uh, does he have any copays for primary specialty or urgent care office visits?

Speaker speaker_0: So that would be a question you would ask the carrier directly. I wouldn't be able to answer that question because we're not the carrier.

Speaker speaker_1: Okay.

Speaker speaker_0: We're just playing administrator. Do you need the carrier's phone number?

Speaker speaker_1: Okay. Then I just... uh, I'm good. I just need a reference number.

Speaker speaker_0: Just my name and today's date.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: No problem. You have a great week.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Thank you.