

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits and Encouragement. Malcolm, how can I help you? Hi, Malcolm. I'm calling from the provider's office. I'm trying to determine whether, um, a patient's insurance is active so I'm looking for eligibility. So only thing that I can be a... only thing I can be able to verify if their coverage is active. And what's the name of the member? Okay, perfect. John Pa- or no, uh, yeah, John Parisi. What is John Risi? P-A-R-I-S-I. Yeah, mm-hmm. J-O-H-N. And his last name? Parisi. P-A-R-I-S-I. Is he the primary or he's under somebody else's coverage? Uh, no, looks like it's just the name on the card. He not showing up in our- I can get his date of birth. You said last name P-A-R-I-S-I? Mm-hmm. Yeah, he's not showing up in our system. Like, can I give you the member ID number? Um... A like A. Yeah, that wouldn't work because we are I- it's all numbers. The ID numbers don't even know. Uh, what's the last four of his social? Uh, they don't give us that. Hmm. Yeah, there's not a John Parsh- or how do you pronounce the last name? Parisi. P-A-R-I-S-I. And what was the date of birth? P- P like Paul, A like apple, R like Rita, I like Indian, S like Sam, I like Indian. Well, what's his date of birth? Uh, January 4th, 1964. Yeah, we don't have him showing up in our system. Um... Okay. Um, I'm not sure what to do with that. I mean, this is the, if, but this card's on the name. I mean, wouldn't he show up even if it was, if he wasn't active anymore? Yes, ma'am, that's why- And that's the reason he's not even showing up in your system? Yes, ma'am, that's why I asked if he was under somebody else's c- insurance, possibly. Well, it doesn't indicate that on the card. It just says member name is John Parisi, group name, Partners Person- Personnel. I see. Yeah, nobody with that last name even showing up for that, in that staffing company. Have he, h- have he been hired yet? I mean, he actually, he had to if he had that ID card. Yeah, I mean, that's weird. Did he have a different last name? Yeah, I mean, it's... At any point? No, I mean, this is... All I can see, all I can see is what's on his card and on his chart and, I mean, is, uh, does an address help you out at all or no? Well, we could try the address. What is it? Okay. It's 7108 Country Club Hills Drive. You said 7108... And then on, it's back... Yes, Country Club Hills Drive. Yeah, nobody showing up with that address. All right. Well, I don't know. I guess I'll have to just say that we couldn't, uh, verify. All right, thank you for your time. Oh, no problem. You have a great rest of your week. You too. Bye-bye. Yeah, bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits and Encouragement. Malcolm, how can I help you?

Speaker speaker_1: Hi, Malcolm. I'm calling from the provider's office. I'm trying to determine whether, um, a patient's insurance is active so I'm looking for eligibility.

Speaker speaker_0: So only thing that I can be a... only thing I can be able to verify if their coverage is active. And what's the name of the member?

Speaker speaker_1: Okay, perfect. John Pa- or no, uh, yeah, John Parisi.

Speaker speaker_0: What is John Risi?

Speaker speaker_1: P-A-R-I-S-I. Yeah, mm-hmm. J-O-H-N.

Speaker speaker_0: And his last name?

Speaker speaker_1: Parisi. P-A-R-I-S-I.

Speaker speaker_0: Is he the primary or he's under somebody else's coverage?

Speaker speaker_1: Uh, no, looks like it's just the name on the card.

Speaker speaker_0: He not showing up in our-

Speaker speaker_1: I can get his date of birth.

Speaker speaker_0: You said last name P-A-R-I-S-I?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Yeah, he's not showing up in our system.

Speaker speaker_1: Like, can I give you the member ID number?

Speaker speaker_0: Um...

Speaker speaker_1: A like A.

Speaker speaker_0: Yeah, that wouldn't work because we are I- it's all numbers. The ID numbers don't even know. Uh, what's the last four of his social?

Speaker speaker_1: Uh, they don't give us that.

Speaker speaker_0: Hmm. Yeah, there's not a John Parsh- or how do you pronounce the last name?

Speaker speaker_1: Parisi. P-A-R-I-S-I.

Speaker speaker_0: And what was the date of birth?

Speaker speaker_1: P- P like Paul, A like apple, R like Rita, I like Indian, S like Sam, I like Indian.

Speaker speaker_0: Well, what's his date of birth?

Speaker speaker_1: Uh, January 4th, 1964.

Speaker speaker_0: Yeah, we don't have him showing up in our system.

Speaker speaker_1: Um... Okay. Um, I'm not sure what to do with that. I mean, this is the, if, but this card's on the name. I mean, wouldn't he show up even if it was, if he wasn't active anymore?

Speaker speaker_0: Yes, ma'am, that's why-

Speaker speaker_1: And that's the reason he's not even showing up in your system?

Speaker speaker_0: Yes, ma'am, that's why I asked if he was under somebody else's c-insurance, possibly.

Speaker speaker_1: Well, it doesn't indicate that on the card. It just says member name is John Parisi, group name, Partners Person- Personnel.

Speaker speaker_0: I see. Yeah, nobody with that last name even showing up for that, in that staffing company. Have he, h- have he been hired yet? I mean, he actually, he had to if he had that ID card. Yeah, I mean, that's weird. Did he have a different last name?

Speaker speaker_1: Yeah, I mean, it's...

Speaker speaker_0: At any point?

Speaker speaker_1: No, I mean, this is... All I can see, all I can see is what's on his card and on his chart and, I mean, is, uh, does an address help you out at all or no?

Speaker speaker_0: Well, we could try the address. What is it?

Speaker speaker_1: Okay. It's 7108 Country Club Hills Drive.

Speaker speaker_0: You said 7108...

Speaker speaker_1: And then on, it's back... Yes, Country Club Hills Drive.

Speaker speaker_0: Yeah, nobody showing up with that address.

Speaker speaker_1: All right. Well, I don't know. I guess I'll have to just say that we couldn't, uh, verify. All right, thank you for your time.

Speaker speaker_0: Oh, no problem. You have a great rest of your week.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Yeah, bye.