

Transcript: Malcolm

Nash-4946848052985856-6268281446252544

Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hi, yes, I need to verify eligibility on a patient, please. Okay, what are the- My name is Jackie. I work with the Arkansas Department of Health. What's the name of the member? Breanna Davis, or the last- Name it so- ... name could be Erp. Breanna is B-R-E-A-N-N-A. You said B-R-E? A-N-N-A. And last name was? Um, well, it could be one of two. It could either be Davis or it could be Erp, E-R-P. She's not sure. And the last four of the social? 9986. You said 9986 is the last four? Correct. And Breanna is spelled B-R-E-A-N-N-A? Correct. Hm. We don't have anybody with that... No one's like that showing in our system. Okay. All right. Thank you very much. Does she have a different name? I appreciate you. Um, well, I mean, same first name. The last name could be Erp, which is E-R-P. Yeah. I have a medical ID number, if that would help. You said Erp, E-R-P? Yes. Yeah, that's not... Neither one, neither one of those last names are showing up in our system. Okay. Okay, great. Thank you. No problem. You have a great day. Have a good day. You too. Bye. Thank you.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_1: Hi, yes, I need to verify eligibility on a patient, please.

Speaker speaker_0: Okay, what are the-

Speaker speaker_1: My name is Jackie. I work with the Arkansas Department of Health.

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

Speaker speaker_1: Breanna Davis, or the last-

Speaker speaker_0: Name it so-

Speaker speaker_1: ... name could be Erp. Breanna is B-R-E-A-N-N-A.

Speaker speaker_0: You said B-R-E?

Speaker speaker_1: A-N-N-A.

Speaker speaker_0: And last name was?

Speaker speaker_1: Um, well, it could be one of two. It could either be Davis or it could be Erp, E-R-P. She's not sure.

Speaker speaker_0: And the last four of the social?

Speaker speaker_1: 9986.

Speaker speaker_0: You said 9986 is the last four?

Speaker speaker_1: Correct.

Speaker speaker_0: And Breanna is spelled B-R-E-A-N-N-A?

Speaker speaker_1: Correct.

Speaker speaker_0: Hm. We don't have anybody with that... No one's like that showing in our system.

Speaker speaker_1: Okay. All right. Thank you very much.

Speaker speaker_0: Does she have a different name?

Speaker speaker_1: I appreciate you. Um, well, I mean, same first name. The last name could be Erp, which is E-R-P.

Speaker speaker_0: Yeah.

Speaker speaker_1: I have a medical ID number, if that would help.

Speaker speaker_0: You said Erp, E-R-P?

Speaker speaker_1: Yes.

Speaker speaker_0: Yeah, that's not... Neither one, neither one of those last names are showing up in our system.

Speaker speaker_1: Okay. Okay, great. Thank you.

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

Speaker speaker_1: Have a good day.

Speaker speaker_0: You too.

Speaker speaker_1: Bye.

Speaker speaker_0: Thank you.