

Transcript: Malcolm

Nash-4981287414317056-4989429330132992

Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hi, I'm Roy calling from provider's office for checking on a claim. See, we don't do anything with claims here. You want to reach out to the carrier directly. But do you have phone number for the carrier? What does the ID card say? There is no ID card actually. Could you please help me out with that member for the claim? So you don't... There's no ID card for the member? Yeah. There's no card from American Public Life or 90 Degree Benefits? There is no ID card. All right. Well, what's the name of the member? Sure. It is a Makayla Green Cresswell. Say that again, sir. It's a Makayla Green. M-A-K-A-Y-L-A. The last name is Green, like color. You have the last four of the Social? Uh, yes. 1756. Say that one more time. 1756. C- c- could you verify address and date of birth for me? The patient's address is August 18th, 1995. The address is 229 Eastview Dr, Close Cove, Kentucky 42141. That's not the address that we have on file. Could you, could you... Do you have the full Social? Yeah, I have full Social. What's the full Social? 409-79-1756. Thank you. Like I said, it doesn't look like they have any active coverage. Okay. Do patient is available to f- find the patient? Did you find the patient? Yes, sir, and like I said, they don't, they don't have any active coverage. Okay. Just a moment. There is no active coverage or the coverage is terminated? Coverage ended on 12/18/22. 12/18/2022. Effected on? Is... It started in 10/31/22. Ended on 12/18/22. Okay. Sure. Could you spell your name please? My name? Yes. M-A-L-C-O-L-M. And the initials? N as in Nancy. And the call reference number if you have. Give me today's date and my name. A- and did you see any another active coverage for this patient? S- you said do I see any active coverage? Any other live insurance. No, sir. Their, I mean, the coverage began 10/31/22 and it ended on 12/18/22. They have not had- Oh, sure. ... any coverage since then. Okay, thank you, Malcolm. Thank you for listening very patiently. No problem, sir. Was there anything else I could help you with today? No. Thank you. There's nothing else. Thanks for calling Benefits in the Card. I hope you have a great rest of your week. You too. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Hi, I'm Roy calling from provider's office for checking on a claim.

Speaker speaker_0: See, we don't do anything with claims here. You want to reach out to the carrier directly.

Speaker speaker_1: But do you have phone number for the carrier?

Speaker speaker_0: What does the ID card say?

Speaker speaker_1: There is no ID card actually. Could you please help me out with that member for the claim?

Speaker speaker_0: So you don't... There's no ID card for the member?

Speaker speaker_1: Yeah.

Speaker speaker_0: There's no card from American Public Life or 90 Degree Benefits?

Speaker speaker_1: There is no ID card.

Speaker speaker_0: All right. Well, what's the name of the member?

Speaker speaker_1: Sure. It is a Makayla Green Cresswell.

Speaker speaker_0: Say that again, sir.

Speaker speaker_1: It's a Makayla Green. M-A-K-A-Y-L-A. The last name is Green, like color.

Speaker speaker_0: You have the last four of the Social?

Speaker speaker_1: Uh, yes. 1756.

Speaker speaker_0: Say that one more time.

Speaker speaker_1: 1756.

Speaker speaker_0: C- c- could you verify address and date of birth for me?

Speaker speaker_1: The patient's address is August 18th, 1995. The address is 229 Eastview Dr, Close Cove, Kentucky 42141.

Speaker speaker_0: That's not the address that we have on file. Could you, could you... Do you have the full Social?

Speaker speaker_1: Yeah, I have full Social.

Speaker speaker_0: What's the full Social?

Speaker speaker_1: 409-79-1756.

Speaker speaker_0: Thank you. Like I said, it doesn't look like they have any active coverage.

Speaker speaker_1: Okay. Do patient is available to f- find the patient? Did you find the patient?

Speaker speaker_0: Yes, sir, and like I said, they don't, they don't have any active coverage.

Speaker speaker_1: Okay. Just a moment. There is no active coverage or the coverage is terminated?

Speaker speaker_0: Coverage ended on 12/18/22.

Speaker speaker_1: 12/18/2022. Effected on?

Speaker speaker_0: Is... It started in 10/31/22. Ended on 12/18/22.

Speaker speaker_1: Okay. Sure. Could you spell your name please?

Speaker speaker_0: My name?

Speaker speaker_1: Yes.

Speaker speaker_0: M-A-L-C-O-L-M.

Speaker speaker_1: And the initials?

Speaker speaker_0: N as in Nancy.

Speaker speaker_1: And the call reference number if you have.

Speaker speaker_0: Give me today's date and my name.

Speaker speaker_1: A- and did you see any another active coverage for this patient?

Speaker speaker_0: S- you said do I see any active coverage?

Speaker speaker_1: Any other live insurance.

Speaker speaker_0: No, sir. Their, I mean, the coverage began 10/31/22 and it ended on 12/18/22. They have not had-

Speaker speaker_1: Oh, sure.

Speaker speaker_0: ... any coverage since then.

Speaker speaker_1: Okay, thank you, Malcolm. Thank you for listening very patiently.

Speaker speaker_0: No problem, sir. Was there anything else I could help you with today?

Speaker speaker_1: No. Thank you.

Speaker speaker_0: There's nothing else. Thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye.