

## Transcript: Malcolm

**Nash-5188652230557696-4924838394249216**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Can I, uh, can I get el- eligibility? How can I help you? Hi. How can I help you today? Can I get the eligibility for my member ID? What's the name of the member, ma'am? It is Luis Zepeda. How do you spell that? L as in lima, U as in umbrella, I as in Indiana, S as in Sam. That's the first name we have, excuse me, ma'am. Hello? It's Luis, L as in lima, U as in umbrella, I as in Indiana, S as in Sam. Last name? Z as in zebra, E as in echo, P as in Paul, E-echo, D-delta, A-alpha. Did you say Z-E-P-A-E-D-A? It's Z, zebra, E, echo, P, Paul, E-echo, D-delta, A-alpha. Z-E-P-A-E-D-A. We don't have anybody by that name in our system, ma'am. Check with ID, please. I wouldn't be able to use a ID number. Okay, uh, can you repeat the first name? You have taken first and the last name. I was just confirmed. Luis. Okay. And now I'm not going to remember- Spell it please. ... the last name. L-O-U-I-S. No, L-U-I-S. L-U-I-S. Can you spell the last name? It's Z, zebra, E-echo, P as in Paul, E-echo, D-delta, A as in alpha. Can we have last four of the Social? Uh, just a moment. 0266. All right. I can almost hear you. Oh, okay. For security purposes, can you verify address and date of birth? Uh, date of birth, January 25, 1996. Address? Hello? It's somewhere. Do you have the address? Yes. It is 31205 Street, Dawn, Texas 78537. Thank you. So it doesn't look like they have any active coverage. They haven't had active coverage since 2021. I'm sorry? It doesn't look like they have any active coverage. They have not had any coverage since 2021. Since 2021, there is no coverage? No, ma'am. Just a moment. Okay. Can I get the reference number for the call? It'd be my name and today's date. Uh, I missed your name. Could you please spell your name for me? M as in Mike, A as in apple, L as in lima, C as in Charlie, O as in Oscar, L as in lim- lima, M as in Mike. Sorry, what is the last alphabet? What's the number? M as in Mike. M as in Mike, A as in alpha, L as in lima, C as in Charlie, O, Oscar, L, lima, M as in Mike, right? Yes, ma'am. Your name and today's date is the reference number? Yes. Thank you. Have a great day. Bye-bye. You too. Thank you.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_2: Can I, uh, can I get el- eligibility?

Speaker speaker\_0: How can I help you?

Speaker speaker\_2: Hi.

Speaker speaker\_0: How can I help you today?

Speaker speaker\_2: Can I get the eligibility for my member ID?

Speaker speaker\_0: What's the name of the member, ma'am?

Speaker speaker\_2: It is Luis Zepeda.

Speaker speaker\_0: How do you spell that?

Speaker speaker\_2: L as in lima, U as in umbrella, I as in Indiana, S as in Sam.

Speaker speaker\_0: That's the first name we have, excuse me, ma'am. Hello?

Speaker speaker\_2: It's Luis, L as in lima, U as in umbrella, I as in Indiana, S as in Sam.

Speaker speaker\_0: Last name?

Speaker speaker\_2: Z as in zebra, E as in echo, P as in Paul, E-echo, D-delta, A-alpha.

Speaker speaker\_0: Did you say Z-E-P-A-E-D-A?

Speaker speaker\_2: It's Z, zebra, E, echo, P, Paul, E-echo, D-delta, A-alpha. Z-E-P-A-E-D-A.

Speaker speaker\_0: We don't have anybody by that name in our system, ma'am.

Speaker speaker\_2: Check with ID, please.

Speaker speaker\_0: I wouldn't be able to use a ID number.

Speaker speaker\_2: Okay, uh, can you repeat the first name? You have taken first and the last name. I was just confirmed.

Speaker speaker\_0: Luis.

Speaker speaker\_2: Okay.

Speaker speaker\_0: And now I'm not going to remember-

Speaker speaker\_2: Spell it please.

Speaker speaker\_0: ... the last name. L-O-U-I-S.

Speaker speaker\_2: No, L-U-I-S. L-U-I-S.

Speaker speaker\_0: Can you spell the last name?

Speaker speaker\_2: It's Z, zebra, E-echo, P as in Paul, E-echo, D-delta, A as in alpha.

Speaker speaker\_0: Can we have last four of the Social?

Speaker speaker\_3: Uh, just a moment. 0266.

Speaker speaker\_0: All right.

Speaker speaker\_2: I can almost hear you.

Speaker speaker\_4: Oh, okay.

Speaker speaker\_0: For security purposes, can you verify address and date of birth?

Speaker speaker\_2: Uh, date of birth, January 25, 1996.

Speaker speaker\_0: Address? Hello?

Speaker speaker\_2: It's somewhere.

Speaker speaker\_0: Do you have the address?

Speaker speaker\_2: Yes. It is 31205 Street, Dawn, Texas 78537.

Speaker speaker\_0: Thank you. So it doesn't look like they have any active coverage. They haven't had active coverage since 2021.

Speaker speaker\_2: I'm sorry?

Speaker speaker\_0: It doesn't look like they have any active coverage. They have not had any coverage since 2021.

Speaker speaker\_2: Since 2021, there is no coverage?

Speaker speaker\_0: No, ma'am.

Speaker speaker\_3: Just a moment. Okay. Can I get the reference number for the call?

Speaker speaker\_0: It'd be my name and today's date.

Speaker speaker\_3: Uh, I missed your name. Could you please spell your name for me?

Speaker speaker\_0: M as in Mike, A as in apple, L as in lima, C as in Charlie, O as in Oscar, L as in lim- lima, M as in Mike.

Speaker speaker\_3: Sorry, what is the last alphabet?

Speaker speaker\_4: What's the number?

Speaker speaker\_0: M as in Mike.

Speaker speaker\_3: M as in Mike, A as in alpha, L as in lima, C as in Charlie, O, Oscar, L, lima, M as in Mike, right?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_3: Your name and today's date is the reference number?

Speaker speaker\_0: Yes.

Speaker speaker\_3: Thank you. Have a great day. Bye-bye.

Speaker speaker\_0: You too. Thank you.