

## **Transcript: Malcolm**

**Nash-5271515263844352-4524437378088960**

### **Full Transcript**

Thanks for calling Benefits in a Card, this is Malcolm, how can I help you? Yes, so this is Rita with the Christian County Health Department. And we have this patient in that is here for STIs, and they have this insurance, and I was just checking to see if that was covered. Uh, and I guess also, his eligibility, I guess. So only thing that I'll be able to verify is that they have active coverage. I wouldn't be able to give you permission to do any type of treatment because we're not the carrier. We're just a plan administrator. Gotcha. So, the 90-degree- What's the name of the member? I'm sorry, what was it? What's the name of the member? Uh, let me see if I see that on the card here. Wesley Gregory? Exactly. Looks like. Uh, W-E-S-L-E-Y, and then G-R-E-G-O-R-Y. Spell that last name one more time, please. Uh-huh. G-R-E-G-O-R-Y. Oh, I see it on there now. You got a last four of the social? Uh, I know I have an employee ID. Do you have a date of birth? Eh, I'm sure it's in here somewhere, let me get that. 'Cause I'm somewhere else, let's see. I was gonna say, "Don't tell me that timed out on me." Let's see, W-E-S-L-E-Y, G-R-E-G-O-R-Y. Okay, date of birth is 7/1/2003. I know he didn't ask that but I see that. Uh, let's see. Do you have an address? Uh-huh. 28 Locust Street, Hopkinsville, Kentucky. Sorry, I just assumed you knew I was in Hopkinsville. Crazy. Whew. All right. All right. So they do have active coverage. Okay. And yeah, their carrier would be 90-degree, 90-Degree Benefits. Okay. I can give you their phone number whenever you're ready. Oh. All the paper on my desk and nothing to write on. Okay, what you got? All right. So the phone number's 1-800- Mm-hmm. ... 833- Okay. ... 4296. All right. Thank you very much. And you wanna hit option one to speak with a representative. Number one. All right, thank you. No problem. You have a great day, ma'am. Thanks for calling Benefits in a Card. Thank you. Bye-bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Thanks for calling Benefits in a Card, this is Malcolm, how can I help you?

Speaker speaker\_1: Yes, so this is Rita with the Christian County Health Department. And we have this patient in that is here for STIs, and they have this insurance, and I was just checking to see if that was covered. Uh, and I guess also, his eligibility, I guess.

Speaker speaker\_0: So only thing that I'll be able to verify is that they have active coverage. I wouldn't be able to give you permission to do any type of treatment because we're not the carrier. We're just a plan administrator.

Speaker speaker\_1: Gotcha. So, the 90-degree-

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

Speaker speaker\_1: I'm sorry, what was it?

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

Speaker speaker\_1: Uh, let me see if I see that on the card here. Wesley Gregory?

Speaker speaker\_0: Exactly.

Speaker speaker\_1: Looks like. Uh, W-E-S-L-E-Y, and then G-R-E-G-O-R-Y.

Speaker speaker\_0: Spell that last name one more time, please.

Speaker speaker\_1: Uh-huh. G-R-E-G-O-R-Y. Oh, I see it on there now.

Speaker speaker\_0: You got a last four of the social?

Speaker speaker\_1: Uh, I know I have an employee ID.

Speaker speaker\_0: Do you have a date of birth?

Speaker speaker\_1: Eh, I'm sure it's in here somewhere, let me get that. 'Cause I'm somewhere else, let's see. I was gonna say, "Don't tell me that timed out on me." Let's see, W-E-S-L-E-Y, G-R-E-G-O-R-Y. Okay, date of birth is 7/1/2003. I know he didn't ask that but I see that. Uh, let's see.

Speaker speaker\_0: Do you have an address?

Speaker speaker\_1: Uh-huh. 28 Locust Street, Hopkinsville, Kentucky. Sorry, I just assumed you knew I was in Hopkinsville. Crazy. Whew. All right.

Speaker speaker\_0: All right. So they do have active coverage.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And yeah, their carrier would be 90-degree, 90-Degree Benefits.

Speaker speaker\_1: Okay.

Speaker speaker\_0: I can give you their phone number whenever you're ready.

Speaker speaker\_1: Oh. All the paper on my desk and nothing to write on. Okay, what you got?

Speaker speaker\_0: All right. So the phone number's 1-800-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... 833-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... 4296.

Speaker speaker\_1: All right. Thank you very much.

Speaker speaker\_0: And you wanna hit option one to speak with a representative.

Speaker speaker\_1: Number one. All right, thank you.

Speaker speaker\_0: No problem. You have a great day, ma'am. Thanks for calling Benefits in a Card.

Speaker speaker\_1: Thank you. Bye-bye.

Speaker speaker\_0: Bye.