

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Yes, this is Teri with Gastroenterology Associates, and I'm trying to get eligibility and benefits on a patient, please. All right. What is the name of the member? The name of the member is Damien and his last name is P-A-V-K-O-V-I-C-H. Damien, D-A-M-I-E-N, or D-A-M-I-E- I-E, I-E-N. Uh-huh. And spell the last name one more time for me. It's P as in Paul, A-V-K-O-V-I-C-H. You said P-A-V? Is it Pavkovic? Yes, yep. Pavkovic, uh-huh. All right. For security, for security purposes can you verify the address and date of birth for me? Address of the patient? Yes, ma'am. Okay, let me get over there. Hold on for me just a moment. That is 19 Woodbury Circle in Taylor, South Carolina, 29687. And the date of birth? His date of birth is 09/08/78. Yeah. All right, so it doesn't look like they have active coverage right now. Okay, no active coverage. All righty, thank you very much. No problem. You have a great weekend. Thanks for calling Benefits in the Card. You too. Take care. 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: Yes, this is Teri with Gastroenterology Associates, and I'm trying to get eligibility and benefits on a patient, please.

Speaker speaker_0: All right. What is the name of the member?

Speaker speaker_1: The name of the member is Damien and his last name is P-A-V-K-O-V-I-C-H.

Speaker speaker_0: Damien, D-A-M-I-E-N, or D-A-M-I-E-

Speaker speaker_1: I-E, I-E-N. Uh-huh.

Speaker speaker_0: And spell the last name one more time for me.

Speaker speaker_1: It's P as in Paul, A-V-K-O-V-I-C-H.

Speaker speaker_0: You said P-A-V? Is it Pavkovic?

Speaker speaker_1: Yes, yep. Pavkovic, uh-huh.

Speaker speaker_0: All right. For security, for security purposes can you verify the address and date of birth for me?

Speaker speaker_1: Address of the patient?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay, let me get over there. Hold on for me just a moment. That is 19 Woodbury Circle in Taylor, South Carolina, 29687.

Speaker speaker_0: And the date of birth?

Speaker speaker_1: His date of birth is 09/08/78.

Speaker speaker_0: Yeah. All right, so it doesn't look like they have active coverage right now.

Speaker speaker_1: Okay, no active coverage. All righty, thank you very much.

Speaker speaker_0: No problem. You have a great weekend. Thanks for calling Benefits in the Card.

Speaker speaker_1: You too.

Speaker speaker_0: Take care.

Speaker speaker_1: Bye-bye.