

Transcript: Malcolm

Nash-5647356347858944-6243256350851072

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. I can now speak. How can I help you? Hi, my name is Valerie and I'm calling from Piedmont Urgent Care in Fairburn, Georgia and I'm calling to receive benefits on a mem- on a patient that wants to be seen today. Let me be seeing if their coverage is active. Yes. Uh, what's the name of the member? Her name is Sharonda, Sharonda. S-H-A-R-O-N-D-A. Last name is Bussey. B-U-S-S-E-Y. Okay. For security purposes, can you verify address and date of birth for me? Yes. Her, um, date of birth is 9/13/1990. Her, um, address is 114 Berkeley Drive, Eureka, Georgia 3180. So that's not the address that we have on file. Do you have the full social by any chance? Um, give me one second. Let me see. I do. 255-77-3973. Thank you. All right. So it looks like they have active coverage this week. Okay, so she's active. Okay. That's all I needed. Yes, ma'am. Okay. Thank you. No problem. Is there anything else I can help you with today? I'm good, thank you. No problem. Thanks for calling Benefits-

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits in the Car. This is Malcolm. I can now speak. How can I help you?

Speaker speaker_2: Hi, my name is Valerie and I'm calling from Piedmont Urgent Care in Fairburn, Georgia and I'm calling to receive benefits on a mem- on a patient that wants to be seen today.

Speaker speaker_1: Let me be seeing if their coverage is active.

Speaker speaker_2: Yes.

Speaker speaker_1: Uh, what's the name of the member?

Speaker speaker_2: Her name is Sharonda, Sharonda. S-H-A-R-O-N-D-A. Last name is Bussey. B-U-S-S-E-Y.

Speaker speaker_1: Okay. For security purposes, can you verify address and date of birth for me?

Speaker speaker_2: Yes. Her, um, date of birth is 9/13/1990. Her, um, address is 114 Berkeley Drive, Eureka, Georgia 3180.

Speaker speaker_1: So that's not the address that we have on file. Do you have the full social by any chance?

Speaker speaker_2: Um, give me one second. Let me see. I do. 255-77-3973.

Speaker speaker_1: Thank you. All right. So it looks like they have active coverage this week.

Speaker speaker_2: Okay, so she's active. Okay. That's all I needed.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: No problem. Is there anything else I can help you with today?

Speaker speaker_2: I'm good, thank you.

Speaker speaker_1: No problem. Thanks for calling Benefits-