

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm, how can I help you? Um, hi, my name is Christine, I'm calling from Long Street Clinic. I was calling to get claim status. So we don't do anything with claims here. You want to reach out to the carrier directly. Okay. Do you have a phone number for them? Do you have a ID card for the member? Does it say 90 Degree Benefits or American Public Life? Um, let's see. Neither one of them and this is the only phone number on this insurance card. Um- Does it have any type of name on the card? It says, "Partner's Care and SNS Health." So it doesn't have 90 Degree Benefits or American Public? Is it for dental, vision? This is for medical and no, it has neither one on there. Hmm. Do you have the name of the member? Yeah. Um, the member's name is April Loudermilk. April Loudermilk? Yes. How do you spell that? Um, April, A-P-R-I-L. Loudermilk, L-O-U-D-E-R-M-I-L-K. We don't have anybody with that name in our system. Is she under somebody else's name? No. That's the name that's on the insurance card. We don't have anybody by that name in our system. Okay. Okay. All right. Well, I'll google around for a different number. Thank you. No problem. You have a great day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Car. This is Malcolm, how can I help you?

Speaker speaker_1: Um, hi, my name is Christine, I'm calling from Long Street Clinic. I was calling to get claim status.

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

Speaker speaker_1: Okay. Do you have a phone number for them?

Speaker speaker_0: Do you have a ID card for the member? Does it say 90 Degree Benefits or American Public Life?

Speaker speaker_1: Um, let's see. Neither one of them and this is the only phone number on this insurance card. Um-

Speaker speaker_0: Does it have any type of name on the card?

Speaker speaker_1: It says, "Partner's Care and SNS Health."

Speaker speaker_0: So it doesn't have 90 Degree Benefits or American Public? Is it for dental, vision?

Speaker speaker_1: This is for medical and no, it has neither one on there.

Speaker speaker_0: Hmm. Do you have the name of the member?

Speaker speaker_1: Yeah. Um, the member's name is April Loudermilk.

Speaker speaker_0: April Loudermilk?

Speaker speaker_1: Yes.

Speaker speaker_0: How do you spell that?

Speaker speaker_1: Um, April, A-P-R-I-L. Loudermilk, L-O-U-D-E-R-M-I-L-K.

Speaker speaker_0: We don't have anybody with that name in our system. Is she under somebody else's name?

Speaker speaker_1: No. That's the name that's on the insurance card.

Speaker speaker_0: We don't have anybody by that name in our system.

Speaker speaker_1: Okay. Okay. All right. Well, I'll google around for a different number. Thank you.

Speaker speaker_0: No problem. You have a great day.

Speaker speaker_1: You too. Bye-bye.