

## Transcript: Malcolm

Nash-5842569024815104-5020326996787200

### Full Transcript

... how I can help you. Good morning. This is from American What's, making call to verify coverage. What's the name of the member? Uh, member name is, uh, Santebius- Can you spell that? ... Santebius Johnson. Spell your spell that? S-A-N-T-E-B-I-O-U-S. You said S-A-N-T-E? B-I-O-U-S. You said B as in boy I-O-U-S? Correct. So it's S-A-N-T-E-B-I-O-U-S? That's correct, yes, sir. So nobody by that name is showing up in our system. Um, maybe it's under Tamika Johnson. Why wouldn't that be? Is that T-A-M-M-E-K-A? Correct. And last name? Johnson. You got a last four of Social? You want the actual employee's last four- Tamika. ... or the patient? Tamika. What's the last four of your Social? 5695. You said 5695? Correct. They're not showing up in this system either. Well, I'm looking at a card right here. T-E-M-I-K-A Johnson. Spell it one more time. T-E-M-I-K-A. Okay. Go Tamika Rowe, there we go. Could you verify address and date of birth for me? Um, let me look at her information because she's not the patient. Mm-hmm. Her spouse is the patient. What's your date of birth? 7/16/81. And address? Standing next for that. Um, address is 203 Williamson Bird Trail. Uh, that's not the address that we have on file. Could you get a verified full Social? Do you need her member number 'cause I'm just trying to verify her coverage. I understand, ma'am, but for security purposes, I have to verify that it's the right member. And that's why I'm asking- Okay. So is there anything other than her Social and her address, like her member ID number, you don't need that? I wouldn't... I would have to pull up the, like, information from another source, but I need to verify the account first before I can do that. I got this card. They're not asking for the card information, they're asking for your personal information. What's your address that you have on file with them? 3601 Mercy University? That's not the one that we have on file. That's why I was asking to verify with the full Social. Okay, that's what... Okay, wha... Hold on a second, I'm gonna let you get her Social 'cause this has been insane. Hello? Hey, Miss Tamika. So since the address isn't correct, I'll just need you to verify with your full Social. 252... I moved three times. I haven't been with that service in a minute, in five years. That's why it's not correct. It's 252-395-6955. You are more concerned about my address. You won't be saying that when y'all be taking my money out of my account. I have my paycheck. So that's not the address that we have on file, ma'am. That's why I was asking you to verify with your full Social. Mm, mm, are you new? No, ma'am, I'm not. Good Lord. I've been here for years. You're by the book, aren't you? Yes, ma'am. It's for security purposes. We have to verify. Good morning. Hello. Hi. Hello? I'm here. Okay, so the address was incorrect so I would just need you to verify with your full Social, please. I just gave you my full Social. You never, you never said- Yes, I did. ... the number. I did. You wasn't listening. It's 252-395-6955. Thank you. So we have a 6001 Thomaston Road. Is that a old address? Yeah, I just moved from there, like, a month ago. Right. Would you like me to update in the system for you? Sure, why not? So what's your new address? 203 Williamsburg Trail, Byron, Georgia 31008. Thank

you. All right. Now I'm just checking this box. Is that all you need? Yes, ma'am. Thank you, Ms. Johnson. Mm-hmm. Yes, sir. So I do see the member is Santebius Johnson and it looks like their coverage is active. Okay. Is there a reference number for this call? It'll be my name and today's date. And what's your name? Malcolm. That's M-A-L-C-O-L-M. And last name initial? N as in nasty. All right, thank you so much. No problem. You have a great day. Thanks for calling Benetta-

## Conversation Format

Speaker speaker\_0: ... how I can help you.

Speaker speaker\_1: Good morning. This is from American

Speaker speaker\_2: What's, making call to verify coverage.

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

Speaker speaker\_1: Uh, member name is, uh, Santebius-

Speaker speaker\_0: Can you spell that?

Speaker speaker\_1: ... Santebius Johnson.

Speaker speaker\_0: Spell your spell that?

Speaker speaker\_1: S-A-N-T-E-B-I-O-U-S.

Speaker speaker\_0: You said S-A-N-T-E?

Speaker speaker\_1: B-I-O-U-S.

Speaker speaker\_0: You said B as in boy I-O-U-S?

Speaker speaker\_1: Correct.

Speaker speaker\_0: So it's S-A-N-T-E-B-I-O-U-S?

Speaker speaker\_1: That's correct, yes, sir.

Speaker speaker\_0: So nobody by that name is showing up in our system.

Speaker speaker\_1: Um, maybe it's under Tamika Johnson. Why wouldn't that be?

Speaker speaker\_0: Is that T-A-M-M-E-K-A?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And last name?

Speaker speaker\_1: Johnson.

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

Speaker speaker\_1: You want the actual employee's last four-

Speaker speaker\_0: Tamika.

Speaker speaker\_1: ... or the patient?

Speaker speaker\_0: Tamika.

Speaker speaker\_1: What's the last four of your Social? 5695.

Speaker speaker\_0: You said 5695?

Speaker speaker\_1: Correct.

Speaker speaker\_0: They're not showing up in this system either.

Speaker speaker\_1: Well, I'm looking at a card right here. T-E-M-I-K-A Johnson.

Speaker speaker\_0: Spell it one more time.

Speaker speaker\_1: T-E-M-I-K-A.

Speaker speaker\_0: Okay. Go Tamika Rowe, there we go. Could you verify address and date of birth for me?

Speaker speaker\_1: Um, let me look at her information because she's not the patient.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Her spouse is the patient. What's your date of birth? 7/16/81.

Speaker speaker\_0: And address?

Speaker speaker\_1: Standing next for that. Um, address is 203 Williamson Bird Trail.

Speaker speaker\_0: Uh, that's not the address that we have on file. Could you get a verified full Social?

Speaker speaker\_1: Do you need her member number 'cause I'm just trying to verify her coverage.

Speaker speaker\_0: I understand, ma'am, but for security purposes, I have to verify that it's the right member. And that's why I'm asking-

Speaker speaker\_1: Okay. So is there anything other than her Social and her address, like her member ID number, you don't need that?

Speaker speaker\_0: I wouldn't... I would have to pull up the, like, information from another source, but I need to verify the account first before I can do that.

Speaker speaker\_1: I got this card. They're not asking for the card information, they're asking for your personal information. What's your address that you have on file with them? 3601 Mercy University?

Speaker speaker\_0: That's not the one that we have on file. That's why I was asking to verify with the full Social.

Speaker speaker\_1: Okay, that's what... Okay, wha... Hold on a second, I'm gonna let you get her Social 'cause this has been insane.

Speaker speaker\_3: Hello?

Speaker speaker\_0: Hey, Miss Tamika. So since the address isn't correct, I'll just need you to verify with your full Social.

Speaker speaker\_3: 252... I moved three times. I haven't been with that service in a minute, in five years. That's why it's not correct. It's 252-395-6955. You are more concerned about my address. You won't be saying that when y'all be taking my money out of my account. I have my paycheck.

Speaker speaker\_0: So that's not the address that we have on file, ma'am. That's why I was asking you to verify with your full Social.

Speaker speaker\_3: Mm, mm, are you new?

Speaker speaker\_0: No, ma'am, I'm not.

Speaker speaker\_3: Good Lord.

Speaker speaker\_0: I've been here for years.

Speaker speaker\_3: You're by the book, aren't you?

Speaker speaker\_0: Yes, ma'am. It's for security purposes. We have to verify.

Speaker speaker\_4: Good morning.

Speaker speaker\_3: Hello.

Speaker speaker\_0: Hi. Hello?

Speaker speaker\_3: I'm here.

Speaker speaker\_0: Okay, so the address was incorrect so I would just need you to verify with your full Social, please.

Speaker speaker\_3: I just gave you my full Social.

Speaker speaker\_0: You never, you never said-

Speaker speaker\_3: Yes, I did.

Speaker speaker\_0: ... the number.

Speaker speaker\_3: I did. You wasn't listening. It's 252-395-6955.

Speaker speaker\_0: Thank you. So we have a 6001 Thomaston Road. Is that a old address?

Speaker speaker\_3: Yeah, I just moved from there, like, a month ago.

Speaker speaker\_0: Right. Would you like me to update in the system for you?

Speaker speaker\_3: Sure, why not?

Speaker speaker\_0: So what's your new address?

Speaker speaker\_3: 203 Williamsburg Trail, Byron, Georgia 31008.

Speaker speaker\_0: Thank you. All right. Now I'm just checking this box.

Speaker speaker\_3: Is that all you need?

Speaker speaker\_0: Yes, ma'am. Thank you, Ms. Johnson.

Speaker speaker\_1: Mm-hmm. Yes, sir.

Speaker speaker\_0: So I do see the member is Santebius Johnson and it looks like their coverage is active.

Speaker speaker\_1: Okay. Is there a reference number for this call?

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

Speaker speaker\_1: And what's your name?

Speaker speaker\_0: Malcolm. That's M-A-L-C-O-L-M.

Speaker speaker\_1: And last name initial?

Speaker speaker\_0: N as in nasty.

Speaker speaker\_1: All right, thank you so much.

Speaker speaker\_0: No problem. You have a great day. Thanks for calling Benetta-