

Transcript: Malcolm

Nash-6184426814783488-4821449880584192

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... Benefits in a Card, this is Malcolm. How can I help you? Hi, Malcolm. This is Lisa with 90 Degree Benefits. I was actually trying to call Justin back. He had called me on one of our member's coverage, and I need to tell him... I need to verify the coverage for him. Okay, so he's actually out on break right now. I can get him to give you a call back. Uh, yeah, that'll be fine. Hey, what's the name- Or you can just tell him, if you want me to give you the member information and just tell him, uh, the member does have the MV... ugh, MVP effective, um- Okay. ... December 2nd. Okay. So what information did he need from you? Um, so, so for the member Flor, F-l... F-L-O-R, last name Alvarado, A-L-V-A-R-A-D-O, date of birth 3/4/82. So our system was showing that she... her MVP plan was not active. Okay. Uh, but it was an... it was an error and we... and it's been corrected. So she does have the MVP effective 12/1. Effective 12... This year? Or like- Oh, yeah. 12/1/'24, yes. Yeah, 12/1/'24, sorry about that. No, you're fine. So you said Flor Alvarado MVP is effective as of 12/1/'24? Yes. Was there anything else that he needed? No, that was it. We just had all of her cover... other coverage active, but not the MVP, but we've, we've corrected it. So just let him know it's been corrected and it is active. Okay. Was there anything else- Thank you so much. I appreciate it. No, sir, that's it. Thank you so much. No problem. Thanks for calling Benefits in a Card. I hope you have a great weekend. Thank you. You too. Bye. Bye.

Conversation Format

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

Speaker speaker_1: ... Benefits in a Card, this is Malcolm. How can I help you?

Speaker speaker_2: Hi, Malcolm. This is Lisa with 90 Degree Benefits. I was actually trying to call Justin back. He had called me on one of our member's coverage, and I need to tell him... I need to verify the coverage for him.

Speaker speaker_1: Okay, so he's actually out on break right now. I can get him to give you a call back.

Speaker speaker_2: Uh, yeah, that'll be fine.

Speaker speaker_1: Hey, what's the name-

Speaker speaker_2: Or you can just tell him, if you want me to give you the member information and just tell him, uh, the member does have the MV... ugh, MVP effective, um-

Speaker speaker_1: Okay.

Speaker speaker_2: ... December 2nd.

Speaker speaker_1: Okay. So what information did he need from you?

Speaker speaker_2: Um, so, so for the member Flor, F-I... F-L-O-R, last name Alvarado, A-L-V-A-R-A-D-O, date of birth 3/4/82. So our system was showing that she... her MVP plan was not active.

Speaker speaker_1: Okay.

Speaker speaker_2: Uh, but it was an... it was an error and we... and it's been corrected. So she does have the MVP effective 12/1.

Speaker speaker_1: Effective 12... This year? Or like-

Speaker speaker_2: Oh, yeah. 12/1/'24, yes. Yeah, 12/1/'24, sorry about that.

Speaker speaker_1: No, you're fine. So you said Flor Alvarado MVP is effective as of 12/1/'24?

Speaker speaker_2: Yes.

Speaker speaker_1: Was there anything else that he needed?

Speaker speaker_2: No, that was it. We just had all of her cover... other coverage active, but not the MVP, but we've, we've corrected it. So just let him know it's been corrected and it is active.

Speaker speaker_1: Okay. Was there anything else-

Speaker speaker_2: Thank you so much. I appreciate it. No, sir, that's it. Thank you so much.

Speaker speaker_1: No problem. Thanks for calling Benefits in a Card. I hope you have a great weekend.

Speaker speaker_2: Thank you. You too. Bye.

Speaker speaker_1: Bye.