

Transcript: Malcolm

Nash-6417784442765312-5984916197392384

Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hi, Malcolm. My name is Marcia. I need to get, uh, verification of insurance, please. What was the name of the member? Emily Grubbs. Is that E-N-I-L-E-Y? E-M-M-A. My apologies. Emma. And what was the last name? Grubbs. G-R-U-B-B-S. Can I have the last four of the Social? 1734. Can you, can you verify address and date of birth for me? I've got date of birth of 6-4-87 1536 Patterson Mill Road, Barnwell, South Carolina 29812. Do you... Yes, so they have active coverage. Okay. When did it start? Let's see. Looks like their current enrollment started on 1-27-25. Um, did they have an older enrollment from 3-4-24? Or did it, did it go all the way through? Yes, so that was, that was the rollover date. The past enrollment was from 1-6-25. Okay. So it's, it's been going all the way through. Looks like the coverage actually started in 2024. It looked like the coverage didn't start until March 4th. Right. So I've got March 4th is the original date for it to start, and it has gone... It's been active ever since? Yes, ma'am, except for one week in June, from the 10th to the 16th- 10th to the 16th. ... of 2024. All righty. That will work, that will work. Malcolm, can I get a reference number for the call, please? I'll give you my name and today's date. Sure. Thank you very much. You have a wonderful day, then. You too. Thank you.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_1: Hi, Malcolm. My name is Marcia. I need to get, uh, verification of insurance, please.

Speaker speaker_0: What was the name of the member?

Speaker speaker_1: Emily Grubbs.

Speaker speaker_0: Is that E-N-I-L-E-Y?

Speaker speaker_1: E-M-M-A. My apologies. Emma.

Speaker speaker_0: And what was the last name?

Speaker speaker_1: Grubbs. G-R-U-B-B-S.

Speaker speaker_0: Can I have the last four of the Social?

Speaker speaker_1: 1734.

Speaker speaker_0: Can you, can you verify address and date of birth for me?

Speaker speaker_1: I've got date of birth of 6-4-87 1536 Patterson Mill Road, Barnwell, South Carolina 29812.

Speaker speaker_0: Do you... Yes, so they have active coverage.

Speaker speaker_1: Okay. When did it start?

Speaker speaker_0: Let's see. Looks like their current enrollment started on 1-27-25.

Speaker speaker_1: Um, did they have an older enrollment from 3-4-24? Or did it, did it go all the way through?

Speaker speaker_0: Yes, so that was, that was the rollover date. The past enrollment was from 1-6-25.

Speaker speaker_1: Okay. So it's, it's been going all the way through.

Speaker speaker_0: Looks like the coverage actually started in 2024. It looked like the coverage didn't start until March 4th.

Speaker speaker_1: Right. So I've got March 4th is the original date for it to start, and it has gone... It's been active ever since?

Speaker speaker_0: Yes, ma'am, except for one week in June, from the 10th to the 16th-

Speaker speaker_1: 10th to the 16th.

Speaker speaker_0: ... of 2024.

Speaker speaker_1: All righty. That will work, that will work. Malcolm, can I get a reference number for the call, please?

Speaker speaker_0: I'll give you my name and today's date.

Speaker speaker_1: Sure. Thank you very much. You have a wonderful day, then.

Speaker speaker_0: You too. Thank you.