Transcript: Malcolm Nash-4672090887471104-5906964684259328

Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm, how can I help you? Yes, I need to check eligibility for a patient. Okay. What's the name of the patient, or the member? Um, Nathaniel Milburn. How do you spell that? N-A-T-H-A-N-I-E-L. Last name? M-I-M-I-L-B-U-R-N. Okay. For security purposes, can you verify address and date of birth? His date of birth is 6/13 of 1980, and the last address we have on file is 405 North Ev- uh, Edgewood Drive in Coffeyville. Uh, that's not the address that we have. Do you have, do you have a Social? Yes, I do. 511-94-8794. Thank you. He hasn't been seen in our clinic since 2019. That's why I'm ask- that's why I said that's the last one we have. Okay. So, all we have is calendars from 2023 up to now- Mm-hmm. ... but it doesn't show that he has any coverage. He doesn't have coverage? Okay. All righty. I just need... 'Cause that's, as I, as I said, he hasn't, he hasn't been seen here since 2019, and so we just still have to call and make sure there's no coverage. I understand. Well, was there anything else I could help you with today, ma'am? Reference call number, please. It'd be my name and today's date. What was your name again? I'm so sorry. Malcolm. Can you spell it for me? M-A-L-C-O-L-M. Okay. Thank you. No problem. You have a great rest of your week. You too. Bye bye. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Yes, I need to check eligibility for a patient.

Speaker speaker_0: Okay. What's the name of the patient, or the member?

Speaker speaker_1: Um, Nathaniel Milburn.

Speaker speaker_0: How do you spell that?

Speaker speaker_1: N-A-T-H-A-N-I-E-L.

Speaker speaker_0: Last name?

Speaker speaker_1: M-I- M-I-L-B-U-R-N.

Speaker speaker_0: Okay. For security purposes, can you verify address and date of birth?

Speaker speaker_1: His date of birth is 6/13 of 1980, and the last address we have on file is 405 North Ev- uh, Edgewood Drive in Coffeyville.

Speaker speaker_0: Uh, that's not the address that we have. Do you have, do you have a Social?

Speaker speaker_1: Yes, I do. 511-94-8794.

Speaker speaker_0: Thank you.

Speaker speaker_1: He hasn't been seen in our clinic since 2019. That's why I'm ask- that's why I said that's the last one we have.

Speaker speaker_0: Okay. So, all we have is calendars from 2023 up to now-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... but it doesn't show that he has any coverage.

Speaker speaker_1: He doesn't have coverage? Okay. All righty. I just need... 'Cause that's, as I, as I said, he hasn't, he hasn't been seen here since 2019, and so we just still have to call and make sure there's no coverage.

Speaker speaker_0: I understand. Well, was there anything else I could help you with today, ma'am?

Speaker speaker_1: Reference call number, please.

Speaker speaker_0: It'd be my name and today's date.

Speaker speaker_1: What was your name again? I'm so sorry.

Speaker speaker_0: Malcolm.

Speaker speaker_1: Can you spell it for me?

Speaker speaker_0: M-A-L-C-O-L-M.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: No problem. You have a great rest of your week.

Speaker speaker_1: You too. Bye bye.

Speaker speaker_0: Thank you. Bye.