

## Transcript: Malcolm

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### Full Transcript

Yes, you called for benefits in the card, this is Malcolm, how can I help you? Hi, Malcolm. My name is Juanita and I'm calling to check the status on a claim for a patient. You want to reach out to the carrier directly, we don't do anything cla- with claims here. Does the ID card say American Public Life or does it say 90 Degree Benefits? Let me look right here and see. I didn't even look at the card, sorry. Okay, do they have a card on... Oh, let me check one more spot. Okay, let's see, Jeffrey McCollum. What's the name of the member? Okay, it's- Well, go ahead. The member name? No, y- did you say- It's Jeffrey McCollum. Yeah, I'm looking at his, um, partners. Uh, I got partner- So that's going to be American Public Life? SNSPHCS, yeah, oh, they got all, they got, like, three different ones going. They got partners, they got PHCS and then they got Single Care. All right. So what was the name- Single Care. What was the name of the member again? Jeffrey McCollum. Mccollum. C-O-L-L-M-C C-O-L-L-U-M is the last name. Jeffrey is the first name. J-E-F-F-E-R-Y. And what was... Do you know the last four of the Social? Yeah, let me get that for you. The last four is 8303. Thank you. Did you say 8303? Yes. Could you verify address and date of birth? Is that something different? Okay, the address is 12, 1239 Oscar Drive in Dillion, Dillon, South Carolina 29536. And date of birth? Date of birth is June 13th, 1984. Thank you. See, it's not showing that they have any coverage on our end. Really? Okay. Mm-hmm. So when that eligibility started and ended? Let's see. It doesn't show that they ever had coverage. Hmm. They put the person on here for... Oh, that's probably why they won't, they can't get paid. Okay. All right, Malcolm, I really appreciate that information. No problem. So is there anything- And it wouldn't fall under- ... else I can help you with today? It would fall under the other one that they have on here. That US&H. I, uh, the only thing I'm able to see is the information I have now and it doesn't show that they have any, they've ever had any active coverage. Oh, okay. All right. Well, I thank you so very much. No problem. Was there anything else I could help you with today? No, that's it. So that's it 'cause they have the paper claim, they have the... I guess this is your mailing address? SNS Health PO Box 18311 Cincinnati, Ohio 45246. That's not going to be us. That wasn't you, that's not your address? No, ma'am. Okay. We're in South Carolina. Ah, all right, well. You're in South Carolina? Yes, ma'am. Okay. So are we. Okay. Well, I thank you so very much, Malcolm. You have a good day. You too. Thank you. Mm-hmm. Bye-bye. Bye.

### Conversation Format

Speaker speaker\_0: Yes, you called for benefits in the card, this is Malcolm, how can I help you?

Speaker speaker\_1: Hi, Malcolm. My name is Juanita and I'm calling to check the status on a claim for a patient.

Speaker speaker\_0: You want to reach out to the carrier directly, we don't do anything claim with claims here. Does the ID card say American Public Life or does it say 90 Degree Benefits?

Speaker speaker\_1: Let me look right here and see. I didn't even look at the card, sorry. Okay, do they have a card on... Oh, let me check one more spot. Okay, let's see, Jeffrey McCollum.

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

Speaker speaker\_1: Okay, it's-

Speaker speaker\_0: Well, go ahead.

Speaker speaker\_1: The member name?

Speaker speaker\_0: No, y- did you say-

Speaker speaker\_1: It's Jeffrey McCollum. Yeah, I'm looking at his, um, partners. Uh, I got partner-

Speaker speaker\_0: So that's going to be American Public Life?

Speaker speaker\_1: SNSPHCS, yeah, oh, they got all, they got, like, three different ones going. They got partners, they got PHCS and then they got Single Care.

Speaker speaker\_0: All right. So what was the name-

Speaker speaker\_1: Single Care.

Speaker speaker\_0: What was the name of the member again?

Speaker speaker\_1: Jeffrey McCollum.

Speaker speaker\_0: Mccollum.

Speaker speaker\_1: C-O-L-L-M-C C-O-L-L-U-M is the last name. Jeffrey is the first name. J-E-F-F-E-R-Y.

Speaker speaker\_0: And what was... Do you know the last four of the Social?

Speaker speaker\_1: Yeah, let me get that for you. The last four is 8303.

Speaker speaker\_0: Thank you. Did you say 8303?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Could you verify address and date of birth?

Speaker speaker\_1: Is that something different? Okay, the address is 12, 1239 Oscar Drive in Dillion, Dillon, South Carolina 29536.

Speaker speaker\_0: And date of birth?

Speaker speaker\_1: Date of birth is June 13th, 1984.

Speaker speaker\_0: Thank you. See, it's not showing that they have any coverage on our end.

Speaker speaker\_1: Really? Okay.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: So when that eligibility started and ended?

Speaker speaker\_0: Let's see. It doesn't show that they ever had coverage.

Speaker speaker\_1: Hmm. They put the person on here for... Oh, that's probably why they won't, they can't get paid. Okay. All right, Malcolm, I really appreciate that information.

Speaker speaker\_0: No problem. So is there anything-

Speaker speaker\_1: And it wouldn't fall under-

Speaker speaker\_0: ... else I can help you with today?

Speaker speaker\_1: It would fall under the other one that they have on here. That US&H.

Speaker speaker\_0: I, uh, the only thing I'm able to see is the information I have now and it doesn't show that they have any, they've ever had any active coverage.

Speaker speaker\_1: Oh, okay. All right. Well, I thank you so very much.

Speaker speaker\_0: No problem. Was there anything else I could help you with today?

Speaker speaker\_1: No, that's it. So that's it 'cause they have the paper claim, they have the... I guess this is your mailing address? SNS Health PO Box 18311 Cincinnati, Ohio 45246.

Speaker speaker\_0: That's not going to be us.

Speaker speaker\_1: That wasn't you, that's not your address?

Speaker speaker\_0: No, ma'am.

Speaker speaker\_1: Okay.

Speaker speaker\_0: We're in South Carolina.

Speaker speaker\_1: Ah, all right, well. You're in South Carolina?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Okay. So are we. Okay. Well, I thank you so very much, Malcolm. You have a good day.

Speaker speaker\_0: You too. Thank you.

Speaker speaker\_1: Mm-hmm. Bye-bye.

Speaker speaker\_0: Bye.