

## Transcript: Malcolm

**Nash-4733089227128832-5163927597137920**

### Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi, this is Mary and I'm checking for patient's benefit. Can you help me with that? So do you just need to know if their coverage is active or not? Yes. All right. What's the last four... or I mean, what's the last four of their social and their, their first name? Okay. Um, actually I do not have the social or the ID. Can you do an immutable search? Yes. What's the name of the member? Okay. The first name is Parker, last name is Miller. Date of birth will be May 8th, 2014. Is that Parker, Miller, 2014? Mm-hmm. Yeah. Mm-hmm. Wait, so how do you spell Parker? It's P as in Peter, A alpha, R romeo, K kilo, E echo, R romeo. And their last name? Okay. M as in mike, I, E, U, L lima, L lima, E echo, R romeo. Yeah, no one's popping up with that name. Are they under somebody else's? Mmm. Sir, y- you need the subscriber name? I need the pro- primary holder's name if they're not the primary holder. Oh, okay. Okay, so yeah. The primary holder will be... the first name is Janet. So J Juliet, A alpha, N Nancy, E echo, T tango. And last name will be the same, M-I-L-L-E-R. And date of birth will be December 30, 1986. December 30th, 1986? Mm-hmm. Yes. All right. Do you have address? The address... um, if you want the d- social for Janet I can provide you, or you just want the address- Ma'am, this address. Okay, hold on. So the address that I'm seeing here, it's gonna be 16519 Ivory Road, Lebanon, Missouri, 65536. Thank you. So it doesn't look like they have active coverage. Hmm. So was it termed? Or- Looks like it ended. The last time they were in roll was 2/21... it ended on 2/21/21. Okay. So do you see for Parker Miller as well? On the left side? I see them at- The one we Yes, ma'am. Yes, ma'am. ... called them? Yes. Yes, ma'am, I see them as a dependent. All right. And do you have a group number for that? A number for what exactly? The plan, the one which was termed. You're asking for a phone number. It's- No, no, no. Do you have a group number? No, ma'am. Their... they don't have... they hadn't had active coverage since 2021. Uh, right, I got you. So do you have the pho- uh, the group number which was termed? Well, so we're not... we're not the carrier. Okay. So you wanna reach out to- All right. Then- Let's see, who do they have? You wanna reach out to American Public Life. Okay. And do you have a reference number for our call? It'll be my name and today's date. Okay. And can I please get your name again? Malcolm. Malcolm. Okay. Thank you so much, Malcolm. That will be all for my call. I wish you have a good one. Do you have the carrier's phone number? Um, no, I do not. But since it is termed, so I would... that will be all for my question. Okay. So you don't need their phone number? Uh, yeah. Wait, so you do need their phone number, or you don't need their phone number? No, no, I do not. Well, if there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your week. Thank you so much. You do the same. Bye-bye. Thank you. Yeah.

## Conversation Format

Speaker speaker\_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker\_1: Hi, this is Mary and I'm checking for patient's benefit. Can you help me with that?

Speaker speaker\_0: So do you just need to know if their coverage is active or not?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. What's the last four... or I mean, what's the last four of their social and their, their first name?

Speaker speaker\_1: Okay. Um, actually I do not have the social or the ID. Can you do an immutable search?

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

Speaker speaker\_1: Okay. The first name is Parker, last name is Miller. Date of birth will be May 8th, 2014.

Speaker speaker\_0: Is that Parker, Miller, 2014?

Speaker speaker\_1: Mm-hmm. Yeah. Mm-hmm.

Speaker speaker\_0: Wait, so how do you spell Parker?

Speaker speaker\_1: It's P as in Peter, A alpha, R romeo, K kilo, E echo, R romeo.

Speaker speaker\_0: And their last name?

Speaker speaker\_1: Okay. M as in mike, I, E, U, L lima, L lima, E echo, R romeo.

Speaker speaker\_0: Yeah, no one's popping up with that name. Are they under somebody else's?

Speaker speaker\_1: Mmm. Sir, y- you need the subscriber name?

Speaker speaker\_0: I need the pro- primary holder's name if they're not the primary holder.

Speaker speaker\_1: Oh, okay. Okay, so yeah. The primary holder will be... the first name is Janet. So J Juliet, A alpha, N Nancy, E echo, T tango. And last name will be the same, M-I-L-L-E-R. And date of birth will be December 30, 1986.

Speaker speaker\_0: December 30th, 1986?

Speaker speaker\_1: Mm-hmm. Yes.

Speaker speaker\_0: All right. Do you have address?

Speaker speaker\_1: The address... um, if you want the d- social for Janet I can provide you, or you just want the address-

Speaker speaker\_0: Ma'am, this address.

Speaker speaker\_1: Okay, hold on. So the address that I'm seeing here, it's gonna be 16519 Ivory Road, Lebanon, Missouri, 65536.

Speaker speaker\_0: Thank you. So it doesn't look like they have active coverage.

Speaker speaker\_1: Hmm. So was it termed? Or-

Speaker speaker\_0: Looks like it ended. The last time they were in roll was 2/21... it ended on 2/21/21.

Speaker speaker\_1: Okay. So do you see for Parker Miller as well? On the left side?

Speaker speaker\_0: I see them at-

Speaker speaker\_1: The one we

Speaker speaker\_2: Yes, ma'am. Yes, ma'am.

Speaker speaker\_1: ... called them?

Speaker speaker\_2: Yes. Yes, ma'am, I see them as a dependent.

Speaker speaker\_1: All right. And do you have a group number for that?

Speaker speaker\_0: A number for what exactly?

Speaker speaker\_1: The plan, the one which was termed.

Speaker speaker\_0: You're asking for a phone number. It's-

Speaker speaker\_1: No, no, no. Do you have a group number?

Speaker speaker\_0: No, ma'am. Their... they don't have... they hadn't had active coverage since 2021.

Speaker speaker\_1: Uh, right, I got you. So do you have the pho- uh, the group number which was termed?

Speaker speaker\_0: Well, so we're not... we're not the carrier.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So you wanna reach out to-

Speaker speaker\_1: All right. Then-

Speaker speaker\_0: Let's see, who do they have? You wanna reach out to American Public Life.

Speaker speaker\_1: Okay. And do you have a reference number for our call?

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

Speaker speaker\_1: Okay. And can I please get your name again?

Speaker speaker\_0: Malcolm.

Speaker speaker\_1: Malcolm. Okay. Thank you so much, Malcolm. That will be all for my call. I wish you have a good one.

Speaker speaker\_0: Do you have the carrier's phone number?

Speaker speaker\_1: Um, no, I do not. But since it is termed, so I would... that will be all for my question.

Speaker speaker\_0: Okay. So you don't need their phone number?

Speaker speaker\_1: Uh, yeah.

Speaker speaker\_0: Wait, so you do need their phone number, or you don't need their phone number?

Speaker speaker\_1: No, no, I do not.

Speaker speaker\_0: Well, if there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker\_1: Thank you so much. You do the same. Bye-bye.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Yeah.