

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Great, great. ... 1-866-CAR, this is Malcolm, how can I help you? Hi, Malcolm. My name is Nikki, last initial is L as in Lima. I'm trying to verify eligibility on a member. All right. What's the name of the member? The member is LaDonna, it's L-A-D-O-N-A. Last name is Muka, it's M as in Mary, Y... Let me make sure that's a Y. Z, M-Z-U-K-A. All right. For security purposes, can you verify address and date of birth for me? Uh, yes. Member's date of birth is March 2nd, 1990. Address is 3560 Rosella Drive, Apartment 202, Pickerington, Ohio 43147. Thank you. All right. So it doesn't look like they have any active coverage right now. Okay. Could I get the effective and current date? Um, then we got January 1st, 2024, and ended February 4th, 2024. February 4th, okay. And then, um, could you just tell me if it's a PPO or HMO plan? None of these plans are PPO or HMO plans, they're all limited benefits plans. Limited benefit, okay. Do you know if that the limited benefits would have covered maternity and pharmacy? I would not, 'cause we're not the carrier. I would reach out, I would reach out to 90 Degree Benefits, they would... that, that was their carrier at the most... at the time they had coverage. Okay, I'll do that. Thank you. Um, and could I- You have their phone number? I have it, thank you. Could I just get a reference number from you? It'll be today's date and my name. Okay, perfect. Thank you so much for your help. No problem, Ms. Nikki, you have a great rest of your week. You as well. Bye-bye. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Great, great.

Speaker speaker_2: ... 1-866-CAR, this is Malcolm, how can I help you?

Speaker speaker_3: Hi, Malcolm. My name is Nikki, last initial is L as in Lima. I'm trying to verify eligibility on a member.

Speaker speaker_2: All right. What's the name of the member?

Speaker speaker_3: The member is LaDonna, it's L-A-D-O-N-A. Last name is Muka, it's M as in Mary, Y... Let me make sure that's a Y. Z, M-Z-U-K-A.

Speaker speaker_2: All right. For security purposes, can you verify address and date of birth for me?

Speaker speaker_3: Uh, yes. Member's date of birth is March 2nd, 1990. Address is 3560 Rosella Drive, Apartment 202, Pickerington, Ohio 43147.

Speaker speaker_2: Thank you. All right. So it doesn't look like they have any active coverage right now.

Speaker speaker_3: Okay. Could I get the effective and current date?

Speaker speaker_2: Um, then we got January 1st, 2024, and ended February 4th, 2024.

Speaker speaker_3: February 4th, okay. And then, um, could you just tell me if it's a PPO or HMO plan?

Speaker speaker_2: None of these plans are PPO or HMO plans, they're all limited benefits plans.

Speaker speaker_3: Limited benefit, okay. Do you know if that the limited benefits would have covered maternity and pharmacy?

Speaker speaker_2: I would not, 'cause we're not the carrier. I would reach out, I would reach out to 90 Degree Benefits, they would... that, that was their carrier at the most... at the time they had coverage.

Speaker speaker_3: Okay, I'll do that. Thank you. Um, and could I-

Speaker speaker_2: You have their phone number?

Speaker speaker_3: I have it, thank you. Could I just get a reference number from you?

Speaker speaker_2: It'll be today's date and my name.

Speaker speaker_3: Okay, perfect. Thank you so much for your help.

Speaker speaker_2: No problem, Ms. Nikki, you have a great rest of your week.

Speaker speaker_3: You as well. Bye-bye.

Speaker speaker_2: Thank you. Bye.