

Transcript: Malcolm

Nash-4950706222317568-4878973557587968

Full Transcript

Thanks for calling Benefits in the Garden. This is Malcolm, how can I help you? Hi, my name is Mei. I'm calling from provider's office to check on an eligibility for a member. So we'll do anything for you... Is this for a claim? Eligibility. So we wouldn't be able to say if they're uh- Do you just want to know if their coverage is active? Yes. I could do that. I wouldn't be able to say if they're eligible to get seen or if anything can be done. Okay. So can you provide me the status for that? What's the name of the member? It's Jasmine Green. I said, Jasmine Green. Yes. And the last name is spelled as G as in gold, R as in Romeo, E as in echo, E as in echo, N as in Nancy, E as in echo. Last four of the Social? It is 8997. Can you verify address and date of birth for me? Address is 897 Pattock Road, Milledgeville, date of birth... Sorry. DeVile, Georgia 31061. And what else does she have? Date of birth. Date of birth is November 1st, 1992. So the address that you gave me isn't the one that we have on file. Do you have the full Social? Yes. It is 256-85-8997. Thank you. So it's not showing that they have any active coverage. Do you have effective and termination date? Say that again, ma'am. Do you have the effective or termination date of their policy? It ended on 12/31/23. They have not had coverage. Oh, wait. Actually, let's see, they had COBRA from... No, actually they didn't. Yeah. And when did the- The last time they had coverage was December of 2023. December 31st, 2023? Yes, ma'am. December 31st, 2023. And what was their effective date? It was 01/02/23. Okay. Thank you. Can I have the borrower's reference number? It will be my name and today's date. What is the initial to your last name? N as in Nancy. Thank you. That was all. Have a great day. You too. Thank you.

Conversation Format

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

Speaker speaker_1: Hi, my name is Mei. I'm calling from provider's office to check on an eligibility for a member.

Speaker speaker_0: So we'll do anything for you... Is this for a claim?

Speaker speaker_1: Eligibility.

Speaker speaker_0: So we wouldn't be able to say if they're uh- Do you just want to know if their coverage is active?

Speaker speaker_1: Yes.

Speaker speaker_0: I could do that. I wouldn't be able to say if they're eligible to get seen or if anything can be done.

Speaker speaker_1: Okay. So can you provide me the status for that?

Speaker speaker_0: What's the name of the member?

Speaker speaker_1: It's Jasmine Green.

Speaker speaker_0: I said, Jasmine Green.

Speaker speaker_1: Yes. And the last name is spelled as G as in gold, R as in Romeo, E as in echo, E as in echo, N as in Nancy, E as in echo.

Speaker speaker_0: Last four of the Social?

Speaker speaker_1: It is 8997.

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

Speaker speaker_1: Address is 897 Pattock Road, Milledgeville, date of birth... Sorry. DeVille, Georgia 31061. And what else does she have?

Speaker speaker_0: Date of birth.

Speaker speaker_1: Date of birth is November 1st, 1992.

Speaker speaker_0: So the address that you gave me isn't the one that we have on file. Do you have the full Social?

Speaker speaker_1: Yes. It is 256-85-8997.

Speaker speaker_0: Thank you. So it's not showing that they have any active coverage.

Speaker speaker_1: Do you have effective and termination date?

Speaker speaker_0: Say that again, ma'am.

Speaker speaker_1: Do you have the effective or termination date of their policy?

Speaker speaker_0: It ended on 12/31/23. They have not had coverage. Oh, wait. Actually, let's see, they had COBRA from... No, actually they didn't. Yeah.

Speaker speaker_1: And when did the-

Speaker speaker_0: The last time they had coverage was December of 2023.

Speaker speaker_1: December 31st, 2023?

Speaker speaker_0: Yes, ma'am. December 31st, 2023.

Speaker speaker_1: And what was their effective date?

Speaker speaker_0: It was 01/02/'23.

Speaker speaker_1: Okay. Thank you. Can I have the borrower's reference number?

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

Speaker speaker_1: What is the initial to your last name?

Speaker speaker_0: N as in Nancy.

Speaker speaker_1: Thank you. That was all. Have a great day.

Speaker speaker_0: You too. Thank you.