Transcript: Malcolm Nash-5022544510271488-5136594816679936

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... in the car and this is Malcolm, how can I help you? Hi, my name is Keisha Smith. I'm calling from Kenton Mallory Women's Clinic. I was calling to check eligibility for Miss Brittany Morgan. Sorry, i- is this for a claim or are you just calling to see if they have active coverage? Just to check to see if they have active coverage and if there's a co-pay, mm-hmm. So, I wouldn't be able to tell you if they have a co-pay because we're not the carrier. Okay. But I can tell you if they have active coverage. What's the name of the member? Her name is Brittany Morgan. Is that B-R-I-T-T-A-N-Y? It's B-R-I-T-T-A-N-Y. And what, do you have last four of the social? Mm... No, not on here. Let me see if it's in our registration. Well, last name? Uh, 0325. 0325. And last name? Morgan. M-O-R-G-A-N. Thank you. Could you verify address and date of birth? Uh, the address we have is 504 Lyon, L-Y-O-N-E Street. Date of birth, 11/24/97. Thank you. So, it doesn't look like they have any active coverage. No active coverage? Yes, ma'am. Okay. All right. Do you know how long it's been? It turned 10/13/24. When? 10/13/24. 10... Okay. All righty, thank you. You're welcome. And what's your name? Malcolm. That's... Is there a reference number, Malcolm? It'd be my name and today's date. Okay. Thank you. No problem. You have a great day. Mm-hmm. You too. Thank you.

Conversation Format

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

Speaker speaker_1: ... in the car and this is Malcolm, how can I help you?

Speaker speaker_2: Hi, my name is Keisha Smith. I'm calling from Kenton Mallory Women's Clinic. I was calling to check eligibility for Miss Brittany Morgan.

Speaker speaker_1: Sorry, i- is this for a claim or are you just calling to see if they have active coverage?

Speaker speaker_2: Just to check to see if they have active coverage and if there's a co-pay, mm-hmm.

Speaker speaker_1: So, I wouldn't be able to tell you if they have a co-pay because we're not the carrier.

Speaker speaker_2: Okay.

Speaker speaker_1: But I can tell you if they have active coverage. What's the name of the member?

Speaker speaker_2: Her name is Brittany Morgan.

Speaker speaker_1: Is that B-R-I-T-T-A-N-Y?

Speaker speaker_2: It's B-R-I-T-T-A-N-Y.

Speaker speaker_1: And what, do you have last four of the social?

Speaker speaker_2: Mm... No, not on here. Let me see if it's in our registration.

Speaker speaker_1: Well, last name?

Speaker speaker_2: Uh, 0325.

Speaker speaker_1: 0325. And last name?

Speaker speaker_2: Morgan. M-O-R-G-A-N.

Speaker speaker_1: Thank you. Could you verify address and date of birth?

Speaker speaker_2: Uh, the address we have is 504 Lyon, L-Y-O-N-E Street. Date of birth, 11/24/97.

Speaker speaker_1: Thank you. So, it doesn't look like they have any active coverage.

Speaker speaker_2: No active coverage?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. All right. Do you know how long it's been?

Speaker speaker_1: It turned 10/13/24.

Speaker speaker_2: When?

Speaker speaker_1: 10/13/24.

Speaker speaker_2: 10... Okay. All righty, thank you.

Speaker speaker_1: You're welcome.

Speaker speaker_2: And what's your name?

Speaker speaker_1: Malcolm.

Speaker speaker_2: That's... Is there a reference number, Malcolm?

Speaker speaker_1: It'd be my name and today's date.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: No problem. You have a great day.

Speaker speaker_2: Mm-hmm. You too.

Speaker speaker_1: Thank you.