

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi, Malcolm. My name is Tina. I'm calling from MedImpact. I need to verify the eligibility for a mutual member and also need to advise the call may be recorded and monitored for quality and training. That something you can help me with? Yes, ma'am. What's the name of the member? Okay. The name is Sara Lane. Sara is S-A-R-A, last name L-A-N-E. Do you have a last four of the social? I do not. I can provide you with a date of birth and ID number. Um, possibly an address. Okay. What's the date of birth? Uh, date of birth is 2/20/84. You... Could you verify that address? No. The address I have is 2440 Colton Street, New Braunfels, Texas 78130. New Braunfels. Not sure of the address that we have on file, but all the rest information checks out. Uh, what about phone number? I have 210-414-1662. Yep. All right. Okay. So yeah, they have ac- they have active coverage. They do. Can you give me a start date? One moment. Mm-hmm. 10-24- Hmm. So maybe this. Do you want... 'Cause it rolled over, do you... So I'm not sure which date to give you, 'cause they've had insurance since, like, 2023. That's fine. And then- If you wanna go ahead and give me the start date for 2023. I see... I see 4/24/'23. Okay. And is it o- is it still no end date, is that correct? Yes, ma'am. No end date. And are you able to verify the group number, just so I know that the record is correct? Is that an I- that's from the ID card? Yeah. Um- You have... You have to give me a moment. I'll have to pull up the ID cards. Okay. Thank you. I appreciate that. I just wanna make sure we have everything correct. No problem. Do you mind if I put you on a brief hold? Not at all. Thank you. Yeah. After you. Hey, are you there, ma'am? Yes. All right. So, I have a policy number. Is that what you're referring to? Uh, well, let me... Let me give you the numbers I have. I have an ID of D as in David, 404-07416. And then I have a group number of 10004585. Hmm. I'm not sure which ID card you're looking at. Oh, wait. Say the group... Uh, say the group number one more time. Uh, 10004585. Not seeing that group number. What was the... And what was the ID number? Uh, this... And, uh, keep in mind, this is her prescription drug coverage. Okay. Um, ID is D as in David, 404-07416. Okay. So I have that, and I see that one. Okay. Okay, that's fine. I'm not sure about the group number. I'm not... I'm not... Okay, that's fine. Now, one last question. You did mention, uh, the dates for the eligibility rolled over. What's the most recent active date that you're seeing? 1/20/25. 1/20/25. Okay. So there was a lapse in coverage then? No, ma'am. Doesn't show any lapses ever happening. No lapse. Okay. Let me put in here, no lapse. Last roll over was for 1/20/25. Okay, perfect. Thank you so much, Malcolm. I appreciate your help. No problem, ma'am. Was there anything else I could help you with today? That's it. All right. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. You too. Thank you. Thank you. All right. Mm-hmm. Bye-bye. Thank you for staying on the line and sharing your feedback.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_1: Hi, Malcolm. My name is Tina. I'm calling from MedImpact. I need to verify the eligibility for a mutual member and also need to advise the call may be recorded and monitored for quality and training. That something you can help me with?

Speaker speaker_0: Yes, ma'am. What's the name of the member?

Speaker speaker_1: Okay. The name is Sara Lane. Sara is S-A-R-A, last name L-A-N-E.

Speaker speaker_0: Do you have a last four of the social?

Speaker speaker_1: I do not. I can provide you with a date of birth and ID number. Um, possibly an address.

Speaker speaker_0: Okay. What's the date of birth?

Speaker speaker_1: Uh, date of birth is 2/20/84.

Speaker speaker_0: You... Could you verify that address?

Speaker speaker_1: No. The address I have is 2440 Colton Street, New Braunfels, Texas 78130. New Braunfels.

Speaker speaker_0: Not sure of the address that we have on file, but all the rest information checks out.

Speaker speaker_1: Uh, what about phone number? I have 210-414-1662.

Speaker speaker_0: Yep. All right.

Speaker speaker_1: Okay.

Speaker speaker_0: So yeah, they have ac- they have active coverage.

Speaker speaker_1: They do. Can you give me a start date?

Speaker speaker_0: One moment.

Speaker speaker_1: Mm-hmm. 10-24-

Speaker speaker_0: Hmm. So maybe this. Do you want... 'Cause it rolled over, do you... So I'm not sure which date to give you, 'cause they've had insurance since, like, 2023.

Speaker speaker_1: That's fine.

Speaker speaker_0: And then-

Speaker speaker_1: If you wanna go ahead and give me the start date for 2023.

Speaker speaker_0: I see... I see 4/24/'23.

Speaker speaker_1: Okay. And is it o- is it still no end date, is that correct?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: No end date. And are you able to verify the group number, just so I know that the record is correct?

Speaker speaker_0: Is that an I- that's from the ID card?

Speaker speaker_1: Yeah. Um-

Speaker speaker_0: You have... You have to give me a moment. I'll have to pull up the ID cards.

Speaker speaker_1: Okay. Thank you. I appreciate that. I just wanna make sure we have everything correct.

Speaker speaker_0: No problem. Do you mind if I put you on a brief hold?

Speaker speaker_1: Not at all. Thank you.

Speaker speaker_0: Yeah. After you. Hey, are you there, ma'am?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So, I have a policy number. Is that what you're referring to?

Speaker speaker_1: Uh, well, let me... Let me give you the numbers I have. I have an ID of D as in David, 404-07416. And then I have a group number of 10004585.

Speaker speaker_0: Hmm. I'm not sure which ID card you're looking at. Oh, wait. Say the group... Uh, say the group number one more time.

Speaker speaker_1: Uh, 10004585.

Speaker speaker_0: Not seeing that group number. What was the... And what was the ID number?

Speaker speaker_1: Uh, this... And, uh, keep in mind, this is her prescription drug coverage. Okay. Um, ID is D as in David, 404-07416.

Speaker speaker_0: Okay. So I have that, and I see that one.

Speaker speaker_1: Okay. Okay, that's fine.

Speaker speaker_0: I'm not sure about the group number.

Speaker speaker_1: I'm not... I'm not... Okay, that's fine. Now, one last question. You did mention, uh, the dates for the eligibility rolled over. What's the most recent active date that you're seeing?

Speaker speaker_0: 1/20/25.

Speaker speaker_1: 1/20/25. Okay. So there was a lapse in coverage then?

Speaker speaker_0: No, ma'am. Doesn't show any lapses ever happening.

Speaker speaker_1: No lapse. Okay. Let me put in here, no lapse. Last roll over was for 1/20/25. Okay, perfect. Thank you so much, Malcolm. I appreciate your help.

Speaker speaker_0: No problem, ma'am. Was there anything else I could help you with today?

Speaker speaker_1: That's it.

Speaker speaker_0: All right. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: Thank you. All right.

Speaker speaker_1: Mm-hmm. Bye-bye.

Speaker speaker_2: Thank you for staying on the line and sharing your feedback.