

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm, how can I help you? Hey, Malcolm. This is Latricia. I work at the Express Medical Care of Laurens. I have a patient here. She says she's been working for our company for about a year, and been on the insurance but she has never received a card. So we were trying to find some information but I didn't know if there was a provider number that you needed to give me. What's the name of the... What's her name? Her name is Robin Neely! N-E-E-L-Y. last four of the social? Let me pull that up. Hold on one second. Robin. Okay. It would be, um, 3313. Robin, here is your ID. Can you verify address and date of birth for me? Her date of birth is November 22nd, 1970 and her address is 3061 Hurricane Church Road in Clinton. Thank you. And so she just needs her ID cards sent to her? Yes, sir, please. Okay. Mind if I put you in a brief hold while we get, while I get those for you? Is it medical or dental? This is for a medical visit for her, um, child. Okay. You mind if I put you on brief hold while I get that information? That's absolutely fine, thank you. Thank you. Ma'am, quick question. Yes, sir. Is she with you right now? She is. Would you like to speak with her? I just need to verify the, uh, the email address, see I will send the card to you. He needs to verify your email address. Okay. It's A-M-E-L-I-A 119@icloud.com. Thank you. All right. I'm going to- You're welcome. ... put you on brief hold while I get that for you. Sure, thank you. Mm-hmm. You're welcome. Hey, are you there ma'am? Yes, sir. All right. So those ID cards, I just sent them to her. Could you go ahead and confirm today she received them? Oh, confirm that she's received them? Mm-hmm. You sent them to her email, right? Yes, ma'am. Okay. Let me go and, um, I'll have to go to the room real quick. Um, take me just a moment, okay? Yes, ma'am. Thank you for calling South Regional Healthcare. We apologize for your wait. Please stay on the line and our next available representative will assist you. The South Regional Stroke Center is a DNV certified stroke center that provides rapid treatment of stroke symptoms within minutes of a call to 911 because time is brain. We offer top of the line stroke treatment by board certified neurologists as well as stroke rehabilitation, community resources and long-term neurological follow-up to prevent future strokes in former patients. Hip or knee pain holding you back? When protective cartilage wears away, bone rubs against bone. If your pain worsens or lasts for long periods of time, the South Carolina Joint Center can provide complete programs for- Hey. So she did get the email and says thank you. And I will get the information from her when she comes out of the room, okay? All right. Well, was there anything else you needed from me? Um, no, that's okay. Thank you. All right. No problem. Thanks for calling on. You have a great rest of your week. You too. Thank you. Bye-bye. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Hey, Malcolm. This is Latricia. I work at the Express Medical Care of Laurens. I have a patient here. She says she's been working for our company for about a year, and been on the insurance but she has never received a card. So we were trying to find some information but I didn't know if there was a provider number that you needed to give me.

Speaker speaker_0: What's the name of the... What's her name?

Speaker speaker_1: Her name is Robin Neely! N-E-E-L-Y. last four of the social? Let me pull that up. Hold on one second. Robin. Okay. It would be, um, 3313. Robin, here is your ID.

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

Speaker speaker_1: Her date of birth is November 22nd, 1970 and her address is 3061 Hurricane Church Road in Clinton.

Speaker speaker_0: Thank you. And so she just needs her ID cards sent to her?

Speaker speaker_1: Yes, sir, please.

Speaker speaker_0: Okay. Mind if I put you in a brief hold while we get, while I get those for you? Is it medical or dental?

Speaker speaker_1: This is for a medical visit for her, um, child.

Speaker speaker_0: Okay. You mind if I put you on brief hold while I get that information?

Speaker speaker_1: That's absolutely fine, thank you.

Speaker speaker_0: Thank you. Ma'am, quick question.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Is she with you right now?

Speaker speaker_1: She is. Would you like to speak with her?

Speaker speaker_0: I just need to verify the, uh, the email address, see I will send the card to you.

Speaker speaker_1: He needs to verify your email address. Okay. It's A-M-E-L-I-A 119@icloud.com.

Speaker speaker_0: Thank you. All right. I'm going to-

Speaker speaker_1: You're welcome.

Speaker speaker_0: ... put you on brief hold while I get that for you.

Speaker speaker_1: Sure, thank you.

Speaker speaker_0: Mm-hmm.

Speaker speaker_3: You're welcome.

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

Speaker speaker_1: Yes, sir.

Speaker speaker_0: All right. So those ID cards, I just sent them to her. Could you go ahead and confirm today she received them?

Speaker speaker_1: Oh, confirm that she's received them?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: You sent them to her email, right?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. Let me go and, um, I'll have to go to the room real quick. Um, take me just a moment, okay?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_4: Thank you for calling South Regional Healthcare. We apologize for your wait. Please stay on the line and our next available representative will assist you. The South Regional Stroke Center is a DNV certified stroke center that provides rapid treatment of stroke symptoms within minutes of a call to 911 because time is brain. We offer top of the line stroke treatment by board certified neurologists as well as stroke rehabilitation, community resources and long-term neurological follow-up to prevent future strokes in former patients. Hip or knee pain holding you back? When protective cartilage wears away, bone rubs against bone. If your pain worsens or lasts for long periods of time, the South Carolina Joint Center can provide complete programs for-

Speaker speaker_1: Hey. So she did get the email and says thank you. And I will get the information from her when she comes out of the room, okay?

Speaker speaker_0: All right. Well, was there anything else you needed from me?

Speaker speaker_1: Um, no, that's okay. Thank you.

Speaker speaker_0: All right. No problem. Thanks for calling on. You have a great rest of your week.

Speaker speaker_1: You too. Thank you. Bye-bye.

Speaker speaker_0: Thank you. Bye.