

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits and the Card. This is Malcolm. How can I help you? I need to get a verification of medical benefits for a patient. All right. What's the name of the member? Uh, Charles, and it's a hyphenated name, Barker-Nation. Okay. Could you verify address and date of birth for me? 100 Manor Road, Apartment B, Westminster, South Carolina. Date of birth is 5-3-94. Thank you. So you just need to know if there- And what is the name of y'all's company? Benefits and the Card. We're a plan administrator for health insurance with Staffing Companies. Oh, okay. All right. So... And what was your question? So, uh, when... What was the timeframe did you need to know if he had active coverage? Right. Yeah, for eligibility. Yeah. So, what, what timeframe was it? 'Cause it looks like he's had active, he's had active coverage since 2023. Oh, okay. All right. He just, uh... When... Is there a certain date you're looking for? No, it was just for today. Our, um, ETA for real-time eligibility, RTE, just needed this to contact the payer to verify benefits. So, that's all I needed. Oh, yeah. So they have had coverage just in case. Okay. Okay. All right. Thank you. No problem. You have a great rest of your week. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: I need to get a verification of medical benefits for a patient.

Speaker speaker_0: All right. What's the name of the member?

Speaker speaker_1: Uh, Charles, and it's a hyphenated name, Barker-Nation.

Speaker speaker_0: Okay. Could you verify address and date of birth for me?

Speaker speaker_1: 100 Manor Road, Apartment B, Westminster, South Carolina. Date of birth is 5-3-94.

Speaker speaker_0: Thank you. So you just need to know if there-

Speaker speaker_1: And what is the name of y'all's company?

Speaker speaker_0: Benefits and the Card. We're a plan administrator for health insurance with Staffing Companies.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: All right. So...

Speaker speaker_1: And what was your question?

Speaker speaker_0: So, uh, when... What was the timeframe did you need to know if he had active coverage?

Speaker speaker_1: Right. Yeah, for eligibility. Yeah.

Speaker speaker_0: So, what, what timeframe was it? 'Cause it looks like he's had active, he's had active coverage since 2023.

Speaker speaker_1: Oh, okay. All right. He just, uh...

Speaker speaker_0: When... Is there a certain date you're looking for?

Speaker speaker_1: No, it was just for today. Our, um, ETA for real-time eligibility, RTE, just needed this to contact the payer to verify benefits. So, that's all I needed.

Speaker speaker_0: Oh, yeah. So they have had coverage just in case.

Speaker speaker_1: Okay. Okay. All right. Thank you.

Speaker speaker_0: No problem. You have a great rest of your week.

Speaker speaker_1: You too. Bye-bye.