

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Yes, Malcolm. This is Sheila with Long Street Clinic, and I'm trying to verify eligibility on a patient, please. W- what's the name of the member? It is April Loudermilk. I think it's... So, April's spelled like the month? Yes, mm-hmm. Can you spell the last name? L-O-U-D-E-R-M-I-L-K. Is she... Is she the main holder or she under somebody else's coverage? Uh, she is. She's the insured, yes. Hm. She's not showing up in our system. Okay. All right. She had a card, but I believe the effective date was in 2021. So, I was trying to find out if it was still effective. Is there any way to pull her up by an ID number? Hm. I could try to. Okay. It's A, V as in Victor, 0-5-0-8-2... So, we wouldn't... We wouldn't have any... So, the ID numbers that we have never have letters in them, so I wouldn't be able to use that. Oh, okay. All right, then. Thank you very much. Did, did she have a different last name at some point? Uh, no, it doesn't look like it. Well, I'm sorry about that, ma'am. It doesn't look like she's showing up in our system. All right, then. Thank you very much. No problem. You have a great weekend. You too. Bye-bye. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Yes, Malcolm. This is Sheila with Long Street Clinic, and I'm trying to verify eligibility on a patient, please.

Speaker speaker_0: W- what's the name of the member?

Speaker speaker_1: It is April Loudermilk.

Speaker speaker_0: I think it's... So, April's spelled like the month?

Speaker speaker_1: Yes, mm-hmm.

Speaker speaker_0: Can you spell the last name?

Speaker speaker_1: L-O-U-D-E-R-M-I-L-K.

Speaker speaker_0: Is she... Is she the main holder or she under somebody else's coverage?

Speaker speaker_1: Uh, she is. She's the insured, yes.

Speaker speaker_0: Hm. She's not showing up in our system.

Speaker speaker_1: Okay. All right. She had a card, but I believe the effective date was in 2021. So, I was trying to find out if it was still effective. Is there any way to pull her up by an ID number?

Speaker speaker_0: Hm. I could try to.

Speaker speaker_1: Okay. It's A, V as in Victor, 0-5-0-8-2...

Speaker speaker_0: So, we wouldn't... We wouldn't have any... So, the ID numbers that we have never have letters in them, so I wouldn't be able to use that.

Speaker speaker_1: Oh, okay. All right, then. Thank you very much.

Speaker speaker_0: Did, did she have a different last name at some point?

Speaker speaker_1: Uh, no, it doesn't look like it.

Speaker speaker_0: Well, I'm sorry about that, ma'am. It doesn't look like she's showing up in our system.

Speaker speaker_1: All right, then. Thank you very much.

Speaker speaker_0: No problem. You have a great weekend.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Thank you. Bye.