

Transcript: Malcolm

Nash-5753978161512448-5885779030884352

Full Transcript

You're calling Benefits in the Car. This is Malcolm. How can I help you? Hi, Malcolm. My name is Naomi. I'm calling from CEP America. I am calling to verify eligibility and also to obtain the claims address where we need to submit our medical bill. So I wouldn't... Do you have the ID card for the member? I do, yes. Does it say 90 Degree Benefits or American Public Life? Uh, let's see. The only thing that I- 'Cause we don't do anything with your claim. It will be, you'll have to reach out to the carrier. How would I know which one it is? Because it, it has a couple of different ones. It has Partners Care Health, PHCS, and then SingleCare for prescriptions, but I'm calling for medical. What's the name of the member? It is Cesar Macias. Thanks for that. Yeah. First name is C-E-S-A-R. Last name is M-A-C-I-A-S, and the group name is Partners Personal. Do you have the last four of the Social? 5748. Thank you. Mm-hmm. Could you verify address and date of birth for me? Uh, the date of birth is 2/12/1988. The address that I have is 4622 North Stetaker Avenue, Finger, California 93657. That's not the address I, I have on file. Could you verify- Mm-hmm. ... do you have a full Social? Uh, yeah, of course. Full Social is 60509 5748. Thank you. All right. So it's not showing that the member has any active coverage. No. What about any active coverage for the year 2023? 2023. So I'm only able to see back until November 23rd, but it's not showing that he ever had health insurance. Mm-hmm. Okay. Okay. And is there a call reference number for today's call? Yeah. It'd be my name and today's date. Okay. Okay, perfect. Well, thank you so much for your help, Malcolm. I appreciate it. No problem. Thanks for calling Benefits in the Car. I hope you have a great weekend. Thank you. You as well. Bye. Yeah. Bye.

Conversation Format

Speaker speaker_0: You're calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_1: Hi, Malcolm. My name is Naomi. I'm calling from CEP America. I am calling to verify eligibility and also to obtain the claims address where we need to submit our medical bill.

Speaker speaker_0: So I wouldn't... Do you have the ID card for the member?

Speaker speaker_1: I do, yes.

Speaker speaker_0: Does it say 90 Degree Benefits or American Public Life?

Speaker speaker_1: Uh, let's see. The only thing that I-

Speaker speaker_0: 'Cause we don't do anything with your claim. It will be, you'll have to reach out to the carrier.

Speaker speaker_1: How would I know which one it is? Because it, it has a couple of different ones. It has Partners Care Health, PHCS, and then SingleCare for prescriptions, but I'm calling for medical.

Speaker speaker_0: What's the name of the member?

Speaker speaker_1: It is Cesar Macias.

Speaker speaker_0: Thanks for that.

Speaker speaker_1: Yeah. First name is C-E-S-A-R. Last name is M-A-C-I-A-S, and the group name is Partners Personal.

Speaker speaker_0: Do you have the last four of the Social?

Speaker speaker_1: 5748.

Speaker speaker_0: Thank you.

Speaker speaker_1: Mm-hmm.

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

Speaker speaker_1: Uh, the date of birth is 2/12/1988. The address that I have is 4622 North Stetaker Avenue, Finger, California 93657.

Speaker speaker_0: That's not the address I, I have on file. Could you verify-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... do you have a full Social?

Speaker speaker_1: Uh, yeah, of course. Full Social is 60509 5748.

Speaker speaker_0: Thank you. All right. So it's not showing that the member has any active coverage.

Speaker speaker_1: No. What about any active coverage for the year 2023?

Speaker speaker_0: 2023. So I'm only able to see back until November 23rd, but it's not showing that he ever had health insurance.

Speaker speaker_1: Mm-hmm. Okay. Okay. And is there a call reference number for today's call?

Speaker speaker_0: Yeah. It'd be my name and today's date.

Speaker speaker_1: Okay. Okay, perfect. Well, thank you so much for your help, Malcolm. I appreciate it.

Speaker speaker_0: No problem. Thanks for calling Benefits in the Car. I hope you have a great weekend.

Speaker speaker_1: Thank you. You as well. Bye.

Speaker speaker_0: Yeah. Bye.