

Transcript: Malcolm

Nash-6001386161618944-4898344775368704

Full Transcript

Yes, you called on Benefits in the Card. This is Malcolm. How can I help you? Hey, I'm calling for claim status. So you want to reach out to the carrier directly? We don't do anything with claims here. Do you have the ID card for the member? No, I don't. I just went by the number that they had listed. I don't have the card. Well, what's the name of the member? Um, I can spell it. J-E-V-A-R-I-O-U-S. I'm sorry. Last name? Jackson. What was the first... the first name was Javarius? Mm-hmm. So are they under somebody else's coverage? Because that name's not showing up in our system. I'm not sure. Like I said, I don't have a card. I, I'll reach out to the patient. Thank you. No problem.

Conversation Format

Speaker speaker_0: Yes, you called on Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_1: Hey, I'm calling for claim status.

Speaker speaker_0: So you want to reach out to the carrier directly? We don't do anything with claims here. Do you have the ID card for the member?

Speaker speaker_1: No, I don't. I just went by the number that they had listed. I don't have the card.

Speaker speaker_0: Well, what's the name of the member?

Speaker speaker_1: Um, I can spell it. J-E-V-A-R-I-O-U-S. I'm sorry.

Speaker speaker_0: Last name?

Speaker speaker_1: Jackson.

Speaker speaker_0: What was the first... the first name was Javarius?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So are they under somebody else's coverage? Because that name's not showing up in our system.

Speaker speaker_1: I'm not sure. Like I said, I don't have a card. I, I'll reach out to the patient. Thank you.

Speaker speaker_0: No problem.