

## **Transcript: Malcolm**

**Nash-6104888616730624-5473197007093760**

### **Full Transcript**

Thanks for calling Benefits in the Car. This is Malcolm, how can I help you? Hi, yes, this is Amanda from Marietta Memorial Emergency Department, and I was just checking to see if I could get eligibility for a family member. All right. What's the name of the member? It is Pammy Moyers, M-O-Y-E-R-S. You said Tammy? Pammy, P-A-M-M-Y. You said last name is M-O-Y-E-R-? S. Doesn't look like she's showing. She's not showing up in our system. Is she under somebody else's coverage? That's what I had them for, is... that one. We will if... something's been- They're not showing up in our system. Okay, then. All right, thank you. No problem.

### **Conversation Format**

Speaker speaker\_0: Thanks for calling Benefits in the Car. This is Malcolm, how can I help you?

Speaker speaker\_1: Hi, yes, this is Amanda from Marietta Memorial Emergency Department, and I was just checking to see if I could get eligibility for a family member.

Speaker speaker\_0: All right. What's the name of the member?

Speaker speaker\_1: It is Pammy Moyers, M-O-Y-E-R-S.

Speaker speaker\_0: You said Tammy?

Speaker speaker\_1: Pammy, P-A-M-M-Y.

Speaker speaker\_0: You said last name is M-O-Y-E-R-?

Speaker speaker\_1: S.

Speaker speaker\_0: Doesn't look like she's showing. She's not showing up in our system. Is she under somebody else's coverage?

Speaker speaker\_1: That's what I had them for, is... that one. We will if... something's been-

Speaker speaker\_0: They're not showing up in our system.

Speaker speaker\_1: Okay, then. All right, thank you.

Speaker speaker\_0: No problem.