

Transcript: Malcolm

Nash-6295718496092160-5332502219636736

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Benefits in a card how can I help you? Yes, my name is Katy. I'm calling to check on, uh, eligibility for a patient and to verify if, uh, pri- uh, prior auth is needed for procedure. So we wouldn't be able to authorize anything. I can just tell you if their coverage is active or not, because we're not the carrier. We're just the plan administrator. Okay. All right. What's the name of the member? His name is, oops... James Lipscomb. L-I-P-S-C-O-M-B. L-I-P-S-C- No. L-I-P-S-C-O-M-B. Yep. Last four of his Social? Oh. Go to that screen. 5952. Mm. Do you know the address? Is 4600 Fort Jackson Boulevard, Apartment 198, Columbia, South Carolina, 29209. And date of birth? February 10th, 1965. Thank you. So it doesn't look like they have any active coverage. Not active. Okay. Okay. And m- I'm sorry. May I get your name again? Malcolm. And your last initial? N as in Nancy. Awesome. And can I get a call reference number? It just be my name and today's date. Awesome. All right. Thank you very much. I do appreciate it. No problem. You have a great day. Mm-hmm. Thanks for calling Benefits in a Card. You too. Bye-bye. Yeah.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Benefits in a card how can I help you?

Speaker speaker_2: Yes, my name is Katy. I'm calling to check on, uh, eligibility for a patient and to verify if, uh, pri- uh, prior auth is needed for procedure.

Speaker speaker_1: So we wouldn't be able to authorize anything. I can just tell you if their coverage is active or not, because we're not the carrier. We're just the plan administrator.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. What's the name of the member?

Speaker speaker_2: His name is, oops... James Lipscomb. L-I-P-S-C-O-M-B.

Speaker speaker_1: L-I-P-S-C-

Speaker speaker_2: No. L-I-P-S-C-O-M-B.

Speaker speaker_1: Yep. Last four of his Social?

Speaker speaker_2: Oh. Go to that screen. 5952.

Speaker speaker_1: Mm. Do you know the address?

Speaker speaker_2: Is 4600 Fort Jackson Boulevard, Apartment 198, Columbia, South Carolina, 29209.

Speaker speaker_1: And date of birth?

Speaker speaker_2: February 10th, 1965.

Speaker speaker_1: Thank you. So it doesn't look like they have any active coverage.

Speaker speaker_2: Not active. Okay. Okay. And m- I'm sorry. May I get your name again?

Speaker speaker_1: Malcolm.

Speaker speaker_2: And your last initial?

Speaker speaker_1: N as in Nancy.

Speaker speaker_2: Awesome. And can I get a call reference number?

Speaker speaker_1: It just be my name and today's date.

Speaker speaker_2: Awesome. All right. Thank you very much. I do appreciate it.

Speaker speaker_1: No problem. You have a great day.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Thanks for calling Benefits in a Card.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Yeah.