# Transcript: Malcolm Nash-6341711968124928-6498263073079296

## Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm, how can I help you? Hi. Uh, very good morning. This is Spencer calling from ... this morning. Feeling good. How about you? I'm great myself here. Thank you so much for asking. Today I'm calling to check a case. You're breaking up as you're talking, sir. Yes, I'm calling to check a patient eligibility status. Oh, what's the name of the member? Member's name is Tina Holley. How do you spell that? Uh, T as in tango, I, India, N, November, A, Alpha, Tina. Last name Holley, H-O-L-L-E-Y. Last four of her social? Uh, for a couple seconds. Well, unfortunately, I don't have, uh, her social but I have her ID. Do you have date of birth? Yes, I do. Her date of birth October 13, 1980. Address? Address is 118 Hillswood Drive, Black Range, Georgia 30241. Thank you. All right. So it doesn't look like this member has any active coverage. Is that what you checked, checked, calling to check for? Uh, yes. Uh, when was the policy terminated or canceled? 10/10/'21 is the last, is the last time they had coverage. Sorry, wha- when was the date again? What was the date again? It ended on 10/10/'21. Long time. All right, well, uh, for my documentation may I have your name again, along with your initial and your reference number? It'd be my name, which is Malcolm, and today's date. And what's the initial, Michael? Say that a- say that again? What's the initial to your last name? N as in Nancy. N as Nancy. All right, thank you so much, Michael. Enjoy your rest of the day. You too, m- thank you. Thank you. Bye.

## Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in the Car. This is Malcolm, how can I help you?

Speaker speaker_2: Hi. Uh, very good morning. This is Spencer calling from ... this morning.

Speaker speaker_1: Feeling good. How about you?

Speaker speaker_2: I'm great myself here. Thank you so much for asking. Today I'm calling to check a case.

Speaker speaker_1: You're breaking up as you're talking, sir.

Speaker speaker_2: Yes, I'm calling to check a patient eligibility status.

Speaker speaker_1: Oh, what's the name of the member?

Speaker speaker_2: Member's name is Tina Holley.

Speaker speaker_1: How do you spell that?

Speaker speaker_2: Uh, T as in tango, I, India, N, November, A, Alpha, Tina. Last name Holley, H-O-L-L-E-Y.

Speaker speaker_1: Last four of her social?

Speaker speaker_2: Uh, for a couple seconds. Well, unfortunately, I don't have, uh, her social but I have her ID.

Speaker speaker_1: Do you have date of birth?

Speaker speaker_2: Yes, I do. Her date of birth October 13, 1980.

Speaker speaker_1: Address?

Speaker speaker_2: Address is 118 Hillswood Drive, Black Range, Georgia 30241.

Speaker speaker_1: Thank you. All right. So it doesn't look like this member has any active coverage. Is that what you checked, checked, calling to check for?

Speaker speaker_2: Uh, yes. Uh, when was the policy terminated or canceled?

Speaker speaker_1: 10/10/'21 is the last, is the last time they had coverage.

Speaker speaker_2: Sorry, wha- when was the date again? What was the date again?

Speaker speaker_1: It ended on 10/10/'21.

Speaker speaker_2: Long time. All right, well, uh, for my documentation may I have your name again, along with your initial and your reference number?

Speaker speaker_1: It'd be my name, which is Malcolm, and today's date.

Speaker speaker_2: And what's the initial, Michael?

Speaker speaker_1: Say that a- say that again?

Speaker speaker_2: What's the initial to your last name?

Speaker speaker_1: N as in Nancy.

Speaker speaker_2: N as Nancy. All right, thank you so much, Michael. Enjoy your rest of the day.

Speaker speaker_1: You too, m- thank you.

Speaker speaker_2: Thank you. Bye.