Transcript: Malcolm Nash-6604036583636992-5406794770202624

Full Transcript

Thanks for calling Benefits on a Card. This is Malcolm. How can I help you? Thanks for calling Benefits- Uh, hi. ... on a Card. How can I help you? Uh, hi. This is Naomi, and I'm calling to check eligibility and benefit status for one member. And what is the name of the member? Um, it is Ronald Peeples. Ronald Peeples? Yes. How do you spell that? Uh, the first name is R-O-N-A-L-D. Last name is P as in papa, Echo, Echo, Bravo, Lima, Echo, Sierra. Again, spell that one more time for me. Mm-hmm, sure. It is, uh, uh, last name is papa, Echo, Echo, Bravo, Lima, Echo, Sierra. Are you saying Peeples? Do you want this record? Yes. Now, it's spelled P-E-E-P-L-E-S? Yes. You said our first name is Ronald, R-O-N-A-L-D? Correct. Oh, maybe. Are they under somebody else? 'Cause that name's not showing up in our system. Um, this patient is under PHCS/MultiPlan. I'm saying, are they... are they a main account or are they dependent to somebody? Uh, main. Hm, that means it's not showing up on our system. Okay. Mm-hmm. Okay. Uh, do you want the member ID? I wouldn't be able to use the member ID. Okay. So, is... You said the first name- Uh- ... is R-O-N-A-L-D? Yes, that is correct. It is what he- And then the last name is P-E-E-P-L-E-S? Correct. And, uh, what's going on here? Yeah, they're not showing up in our system. Okay. Because as we're checking, uh, it is showing that the patient was active, uh, from 11/20... 2024. But I need a proper status on this, so... Uh, no. Nothing... Nobody by that name is showing up in our system. Do you have the last four of the social? We can work with you. Let me check. Mm-hmm. Go down. No, I don't have the socials. I only have the member's address, um, member's... member ID. You have to read it twice. Hm. If the ID has letters in it, I would not be able to use it. Does it have letters in it? Yes, uh, just this and delta. Nice. So I wouldn't... I wouldn't be able to use that because ours does... Um, yeah. Uh-huh. Unfortunately, I'm not able to find that member in our system. We could check with... Okay. So, uh, do you have the current phone number for that? I... I can type in the phone number. What's the name... What's the phone number? Yeah. Uh, no. I mean, uh, do you have the phone number for this plan so that I can contact? You said he had the... He... They have the NEC plan? That one. Uh, no. I mean, do you have the phone number to check the eligibility status for this patient? For this patient's plan? Yes, I think it's him. So, I wasn't able to locate that member in our system. Uh, okay. Okay. This is it, one-hundred. So, do you have an ID card for the member? Yes. Actually, I dialed on that number, but the representative, uh, he forwarded this call, again, to you. So what's the phone number that they have on the card? Um, it is 800-497-4856. So I previously dialed on this number, but the representative forwarded this call to you. You know, I think it's him. Yeah. So that is actually one of the carriers. They will be able to answer that question for us, but on our end, it's not showing that this member is in our... Are you sure they're not under somebody? Mm-hmm. Mm-hmm. Okay, then, uh, could you forward me again to that number? Yes, ma'am. Okay, thank you so much. So when we transfer over, you want to hit option four to speak with a

representative. Yeah. All right. You have a great day, ma'am. Thank you. Likewise. Thank you.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits on a Card. This is Malcolm. How can I help you? Thanks for calling Benefits-

Speaker speaker_1: Uh, hi.

Speaker speaker_0: ... on a Card. How can I help you?

Speaker speaker_1: Uh, hi. This is Naomi, and I'm calling to check eligibility and benefit status for one member.

Speaker speaker_0: And what is the name of the member?

Speaker speaker_1: Um, it is Ronald Peeples.

Speaker speaker_0: Ronald Peeples?

Speaker speaker_1: Yes.

Speaker speaker_0: How do you spell that?

Speaker speaker_1: Uh, the first name is R-O-N-A-L-D. Last name is P as in papa, Echo, Echo, Bravo, Lima, Echo, Sierra.

Speaker speaker_0: Again, spell that one more time for me.

Speaker speaker_1: Mm-hmm, sure. It is, uh, uh, last name is papa, Echo, Echo, Bravo, Lima, Echo, Sierra.

Speaker speaker_0: Are you saying Peeples?

Speaker speaker_2: Do you want this record?

Speaker speaker_1: Yes.

Speaker speaker_0: Now, it's spelled P-E-E-P-L-E-S?

Speaker speaker_1: Yes.

Speaker speaker_0: You said our first name is Ronald, R-O-N-A-L-D?

Speaker speaker_1: Correct.

Speaker speaker_2: Oh, maybe.

Speaker speaker_0: Are they under somebody else? 'Cause that name's not showing up in our system.

Speaker speaker_1: Um, this patient is under PHCS/MultiPlan.

Speaker speaker_0: I'm saying, are they... are they a main account or are they dependent to somebody?

Speaker speaker_1: Uh, main.

Speaker speaker_0: Hm, that means it's not showing up on our system.

Speaker speaker_1: Okay. Mm-hmm. Okay. Uh, do you want the member ID?

Speaker speaker_0: I wouldn't be able to use the member ID.

Speaker speaker_1: Okay.

Speaker speaker_0: So, is... You said the first name-

Speaker speaker_1: Uh-

Speaker speaker_0: ... is R-O-N-A-L-D?

Speaker speaker_1: Yes, that is correct. It is what he-

Speaker speaker_0: And then the last name is P-E-E-P-L-E-S?

Speaker speaker_1: Correct.

Speaker speaker_2: And, uh, what's going on here?

Speaker speaker_0: Yeah, they're not showing up in our system.

Speaker speaker_1: Okay. Because as we're checking, uh, it is showing that the patient was active, uh, from 11/20... 2024. But I need a proper status on this, so...

Speaker speaker_0: Uh, no. Nothing... Nobody by that name is showing up in our system. Do you have the last four of the social?

Speaker speaker_2: We can work with you.

Speaker speaker_1: Let me check.

Speaker speaker_2: Mm-hmm. Go down.

Speaker speaker_1: No, I don't have the socials. I only have the member's address, um, member's... member ID.

Speaker speaker_2: You have to read it twice.

Speaker speaker_0: Hm. If the ID has letters in it, I would not be able to use it. Does it have letters in it?

Speaker speaker_1: Yes, uh, just this and delta.

Speaker speaker_0: Nice. So I wouldn't... I wouldn't be able to use that because ours does... Um, yeah.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Unfortunately, I'm not able to find that member in our system.

Speaker speaker_2: We could check with...

Speaker speaker_1: Okay. So, uh, do you have the current phone number for that?

Speaker speaker_0: I... I can type in the phone number. What's the name... What's the phone number?

Speaker speaker_2: Yeah.

Speaker speaker_1: Uh, no. I mean, uh, do you have the phone number for this plan so that I can contact?

Speaker speaker_0: You said he had the... He... They have the NEC plan?

Speaker speaker_2: That one.

Speaker speaker_1: Uh, no. I mean, do you have the phone number to check the eligibility status for this patient? For this patient's plan?

Speaker speaker_2: Yes, I think it's him.

Speaker speaker_0: So, I wasn't able to locate that member in our system.

Speaker speaker_2: Uh, okay.

Speaker speaker_1: Okay.

Speaker speaker_2: This is it, one-hundred.

Speaker speaker_0: So, do you have an ID card for the member?

Speaker speaker_1: Yes. Actually, I dialed on that number, but the representative, uh, he forwarded this call, again, to you.

Speaker speaker_0: So what's the phone number that they have on the card?

Speaker speaker_1: Um, it is 800-497-4856. So I previously dialed on this number, but the representative forwarded this call to you.

Speaker speaker_2: You know, I think it's him.

Speaker speaker_0: Yeah. So that is actually one of the carriers. They will be able to answer that question for us, but on our end, it's not showing that this member is in our... Are you sure they're not under somebody?

Speaker speaker_1: Mm-hmm. Mm-hmm. Okay, then, uh, could you forward me again to that number?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay, thank you so much.

Speaker speaker_0: So when we transfer over, you want to hit option four to speak with a representative.

Speaker speaker_1: Yeah.

Speaker speaker_0: All right. You have a great day, ma'am.

Speaker speaker_1: Thank you. Likewise.

Speaker speaker_0: Thank you.