

Transcript: Malcolm

Nash-6610212489707520-5962694630227968

Full Transcript

Thanks for calling Benefits on the Card. This is Malcolm, how can I help you? Yes, hi. I need to verify coverage on a patient. Okay. What's the name of the member? Uh, the name of the member is Cindy Cervantes. How do you spell Cindy? C-I-N-D-Y. And last name? C-E-R V-A-N-T-E-S. Did you say C as in cat? Yes. So, C-E-R V-A-N-T-E-S? Uh, C-E-R-V as in Victor, A-N-T-E-S. Okay. And the last four of their Social? I'm sorry? Last four of their Social? I don't have that information. Hi. Birth address? How are you? Address is 463 Tree Nut Loop, Candito, Texas 764... 78619. Hi. We got date of birth? It is 4/6/1978. Okay. So that's not the address that we have on file, but we do have that date of birth. Um... So it doesn't look like they have active coverage right now. Oh, okay. All right. And that would be with 90 Degree Benefits, correct? Um, yes. It's a preventative. Um, so it depends on is this a doctor or what kind of visit is it? Yes. This is a doctor's office, primary care physician. Yeah. 90 Degree. Okay. Yeah, so 90 Degree Benefits covers the preventative stuff. Um... Oh. They also have 90 Degree Benefits, which covers doctors, hospitals and prescriptions. But right now they don't have active coverage. All right. Can I get a reference number for this call? I just need my name and today's date. All right. And what was your name again? I'm sorry. Malcolm. Malcolm, and today's date of, uh, birth? You said today's date? Yes, ma'am. It's 5/19. All right. Thank you so much for your, all your help. Have a great day. No problem. You too. Take care. Bye-bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits on the Card. This is Malcolm, how can I help you?

Speaker speaker_1: Yes, hi. I need to verify coverage on a patient.

Speaker speaker_0: Okay. What's the name of the member?

Speaker speaker_1: Uh, the name of the member is Cindy Cervantes.

Speaker speaker_0: How do you spell Cindy?

Speaker speaker_1: C-I-N-D-Y.

Speaker speaker_0: And last name?

Speaker speaker_1: C-E-R V-A-N-T-E-S.

Speaker speaker_0: Did you say C as in cat?

Speaker speaker_1: Yes.

Speaker speaker_0: So, C-E-R V-A-N-T-E-S?

Speaker speaker_1: Uh, C-E-R-V as in Victor, A-N-T-E-S.

Speaker speaker_0: Okay. And the last four of their Social?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: Last four of their Social?

Speaker speaker_1: I don't have that information.

Speaker speaker_2: Hi.

Speaker speaker_0: Birth address?

Speaker speaker_2: How are you?

Speaker speaker_1: Address is 463 Tree Nut Loop, Candito, Texas 764... 78619.

Speaker speaker_2: Hi.

Speaker speaker_0: We got date of birth?

Speaker speaker_1: It is 4/6/1978.

Speaker speaker_0: Okay. So that's not the address that we have on file, but we do have that date of birth. Um... So it doesn't look like they have active coverage right now.

Speaker speaker_1: Oh, okay. All right. And that would be with 90 Degree Benefits, correct?

Speaker speaker_0: Um, yes. It's a preventative. Um, so it depends on is this a doctor or what kind of visit is it?

Speaker speaker_1: Yes. This is a doctor's office, primary care physician.

Speaker speaker_2: Yeah. 90 Degree.

Speaker speaker_0: Okay. Yeah, so 90 Degree Benefits covers the preventative stuff. Um...

Speaker speaker_1: Oh.

Speaker speaker_0: They also have 90 Degree Benefits, which covers doctors, hospitals and prescriptions. But right now they don't have active coverage.

Speaker speaker_1: All right. Can I get a reference number for this call?

Speaker speaker_0: I just need my name and today's date.

Speaker speaker_2: All right.

Speaker speaker_1: And what was your name again? I'm sorry.

Speaker speaker_0: Malcolm.

Speaker speaker_1: Malcolm, and today's date of, uh, birth? You said today's date?

Speaker speaker_0: Yes, ma'am. It's 5/19.

Speaker speaker_1: All right. Thank you so much for your, all your help. Have a great day.

Speaker speaker_0: No problem. You too. Take care.

Speaker speaker_1: Bye-bye.