

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Garden. This is Malcolm, how can I help you? Hey, Malcolm. My name is Shane. I'm calling from Children's ER. I'm trying to verify a patient's insurance. All right. What's the name of the member? Um, Jervarious Jackson. How do you spell that? J-E-R-V-A-R-I-O-U-S. And the last name? Jackson. Right. For security purposes, can you verify address and date of birth for me? Um, yes. Date of birth's 03/08/99. Address is 137 Sunset Avenue, Canton, Mississippi 39046. Yeah, so yeah, I got this. All right. So it looks like they still have active coverage. Okay. And when was it, uh, effective? The active date? Since 11/25/24. All right. And what was your name? Malcolm. Thank you, Malcolm. No problem. You have a great rest of your week. You too. Thank you.

Conversation Format

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

Speaker speaker_1: Hey, Malcolm. My name is Shane. I'm calling from Children's ER. I'm trying to verify a patient's insurance.

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

Speaker speaker_1: Um, Jervarious Jackson.

Speaker speaker_0: How do you spell that?

Speaker speaker_1: J-E-R-V-A-R-I-O-U-S.

Speaker speaker_0: And the last name?

Speaker speaker_1: Jackson.

Speaker speaker_0: Right. For security purposes, can you verify address and date of birth for me?

Speaker speaker_1: Um, yes. Date of birth's 03/08/99. Address is 137 Sunset Avenue, Canton, Mississippi 39046.

Speaker speaker_0: Yeah, so yeah, I got this. All right. So it looks like they still have active coverage.

Speaker speaker_1: Okay. And when was it, uh, effective? The active date?

Speaker speaker_0: Since 11/25/24.

Speaker speaker_1: All right. And what was your name?

Speaker speaker_0: Malcolm.

Speaker speaker_1: Thank you, Malcolm.

Speaker speaker_0: No problem. You have a great rest of your week.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you.