

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits and a Card. This is Malcolm. How can I help you? Hey, Malcolm. I'm calling to notify of an inpatient Say that again, ma'am? I'm calling to notify... A patient has been admitted to the hospital that has this insurance. Right. So we're, we're not the carrier. We're just the plan administrator. Okay. Is, did, did you have- So what does the ID, what's the number? What does the ID card say? Does it say American Public Life or 90 Degree Benefits? Hmm. It said, um, Lark LLC. Does it have 90 Degree Benefits or American Public Life anywhere on the ID card? Hmm. Um, um, I'm don't... Let's see. If not, I can look him up by that name. Yeah. I've already called one number, and they sent me to you. So- All right. What's the name of the patient? John Fussell, F-U-S-S-E-L-L. You said S-U-S-S-E-L-L? S as in Frank U-S-S-E-L-L. Can you just verify address and date of birth for me? 11/4/1970, 1309 Hunter Street, Tuskegee, Alabama 36083. Do you have their Social by any chance? Um, we don't usually put the Social here on the paperwork. Um, the last four digits are 5994. Thank you. So it doesn't look like this member has any active coverage. Okay. All right. Thank you. No problem. You have a great day. All right.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits and a Card. This is Malcolm. How can I help you?

Speaker speaker_2: Hey, Malcolm. I'm calling to notify of an inpatient

Speaker speaker_1: Say that again, ma'am?

Speaker speaker_2: I'm calling to notify... A patient has been admitted to the hospital that has this insurance.

Speaker speaker_1: Right. So we're, we're not the carrier. We're just the plan administrator.

Speaker speaker_2: Okay. Is, did, did you have-

Speaker speaker_1: So what does the ID, what's the number? What does the ID card say? Does it say American Public Life or 90 Degree Benefits?

Speaker speaker_2: Hmm. It said, um, Lark LLC.

Speaker speaker_1: Does it have 90 Degree Benefits or American Public Life anywhere on the ID card?

Speaker speaker_2: Hmm. Um, um, I'm don't... Let's see.

Speaker speaker_1: If not, I can look him up by that name.

Speaker speaker_2: Yeah. I've already called one number, and they sent me to you. So-

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

Speaker speaker_2: John Fussell, F-U-S-S-E-L-L.

Speaker speaker_1: You said S-U-S-S-E-L-L?

Speaker speaker_2: S as in Frank U-S-S-E-L-L.

Speaker speaker_1: Can you just verify address and date of birth for me?

Speaker speaker_2: 11/4/1970, 1309 Hunter Street, Tuskegee, Alabama 36083.

Speaker speaker_1: Do you have their Social by any chance?

Speaker speaker_2: Um, we don't usually put the Social here on the paperwork. Um, the last four digits are 5994.

Speaker speaker_1: Thank you. So it doesn't look like this member has any active coverage.

Speaker speaker_2: Okay. All right. Thank you.

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

Speaker speaker_2: All right.