

Transcript: Malcolm

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Full Transcript

Fancy Car Benefits Center card, this is Malcolm, how can I help you? Hi, Malcolm. This is Tisa. I'm calling from a provider's office. Can you help me with, um, with, um, eligibility please? Yes, ma'am. What's the name of the member? Brenda Harrison. I have an employee ID and a group number, if that would help. Is it B-R-E-N-D-A? B-A, uh-huh. And then H-A-R-R-I-S-O-N? Exactly. Right. What's the last four of the Social? Uh, let me see. I'm sorry. That's fine. I wasn't ready for that. Last four of the Social. 1410. Thank you. Could you verify address and date of birth for me? Let's see. Her address is, um, 409 MLK Jr Avenue Southwest Cairo, Georgia 39828. And what else? And date of birth. 3/12/1970. Thank you. So it looks like she still has active coverage. Okay. Active medical coverage for any office? So she has the MEC preventative care plan. That's good for, like, wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative services. Okay. I couldn't tell you specifically- Okay. ... if what she's done right now is covered. That'd be a question for the- Okay. ... carrier directly, which I can get you the information. All right. So, um, uh, yes, please. We've been trying to call and I don't know if we're in a different time zone, but we just get a voicemail. And what's the phone number you have? Uh, let me see. We were calling 800-833-4296. Yes, ma'am. You want to hit option one to speak with a representative. Okay. All right. So this is just a wellness coverage, right? Yes, ma'am. And can, can you tell me if it's, um, if it's paid to the patient or paid to the office? I wouldn't be able to tell you that because we're not the carrier. We're just the plan administrator. All we do is get the members enrolled or unenrolled from the coverage. All right, Malcolm. Thank you for your help. No problem, ma'am. You have a great rest of your day. Have a good day. You too. Thank you. You too. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Fancy Car Benefits Center card, this is Malcolm, how can I help you?

Speaker speaker_1: Hi, Malcolm. This is Tisa. I'm calling from a provider's office. Can you help me with, um, with, um, eligibility please?

Speaker speaker_0: Yes, ma'am. What's the name of the member?

Speaker speaker_1: Brenda Harrison. I have an employee ID and a group number, if that would help.

Speaker speaker_0: Is it B-R-E-N-D-A?

Speaker speaker_1: B-A, uh-huh.

Speaker speaker_0: And then H-A-R-R-I-S-O-N?

Speaker speaker_1: Exactly.

Speaker speaker_0: Right. What's the last four of the Social?

Speaker speaker_1: Uh, let me see. I'm sorry.

Speaker speaker_0: That's fine.

Speaker speaker_1: I wasn't ready for that. Last four of the Social. 1410.

Speaker speaker_0: Thank you. Could you verify address and date of birth for me?

Speaker speaker_1: Let's see. Her address is, um, 409 MLK Jr Avenue Southwest Cairo, Georgia 39828. And what else?

Speaker speaker_0: And date of birth.

Speaker speaker_1: 3/12/1970.

Speaker speaker_0: Thank you. So it looks like she still has active coverage.

Speaker speaker_1: Okay. Active medical coverage for any office?

Speaker speaker_0: So she has the MEC preventative care plan. That's good for, like, wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative services.

Speaker speaker_1: Okay.

Speaker speaker_0: I couldn't tell you specifically-

Speaker speaker_1: Okay.

Speaker speaker_0: ... if what she's done right now is covered. That'd be a question for the-

Speaker speaker_1: Okay.

Speaker speaker_0: ... carrier directly, which I can get you the information.

Speaker speaker_1: All right. So, um, uh, yes, please. We've been trying to call and I don't know if we're in a different time zone, but we just get a voicemail.

Speaker speaker_0: And what's the phone number you have?

Speaker speaker_1: Uh, let me see. We were calling 800-833-4296.

Speaker speaker_0: Yes, ma'am. You want to hit option one to speak with a representative.

Speaker speaker_1: Okay. All right. So this is just a wellness coverage, right?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: And can, can you tell me if it's, um, if it's paid to the patient or paid to the office?

Speaker speaker_0: I wouldn't be able to tell you that because we're not the carrier. We're just the plan administrator. All we do is get the members enrolled or unenrolled from the coverage.

Speaker speaker_1: All right, Malcolm. Thank you for your help.

Speaker speaker_0: No problem, ma'am. You have a great rest of your day.

Speaker speaker_1: Have a good day.

Speaker speaker_0: You too. Thank you.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye.