

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... to call on benefits and a card. This is Malcolm. How can I help you? Thanks for calling Benefits and a Card. This is Malcolm. How can I help you? Hi, Malcolm. My name is ??? and I'm calling on behalf of the provider called Holland Regional Medical Partners to check on a claims status. Please be informed that this call is being recorded and monitored for quality and training purposes. May I know if I can help you with patient's information or provider's information? We don't do any claims here, sir. You want to reach out to the carrier directly. Uh, could you please transfer this cause to the consent team? Do you have the ID card for the m- member? Does it say American Public Life or 90 Degree Benefits? Uh, no. Does, does the ID card say American Public Life or 90 Degree Benefits? Yeah. Yes. We have them, sir. Which one? Uh, it states that for, for benefits at 800, oh, oh, 833-4296. What was the ID card? Oh, oh, you said 4296. Okay. That's 90 Degree Benefits. So you... That's the number you want to call. You want to hit option one to speak with a, uh, rep- Oh, I don't have number ending with 1496. Please give me the full number to contact. All right. So what does, what does the ID card say, sir? Does it say 90 Degree Benefits or American Public Life? It states... Should be on there. It should be above on the card. 90, 90 Degree Benefits Multi-Plan Employer Group Plan. Okay. Yeah, yeah. I can give you their phone number whenever you're ready. Mm, yes, go ahead. It's 1-800-833- Mm-hmm. Mm-hmm. ... 4296. And you want to hit option one to speak with a representative. All right then. If I press one, the call goes to the consent team or... It goes to a representative, sir. Option one. Oh, okay. All right. You have a great day, man. Yes. Bye-bye. Thank you.

Conversation Format

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

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

Speaker speaker_2: Hi, Malcolm. My name is ??? and I'm calling on behalf of the provider called Holland Regional Medical Partners to check on a claims status. Please be informed that this call is being recorded and monitored for quality and training purposes. May I know if I can help you with patient's information or provider's information?

Speaker speaker_1: We don't do any claims here, sir. You want to reach out to the carrier directly.

Speaker speaker_2: Uh, could you please transfer this cause to the consent team?

Speaker speaker_1: Do you have the ID card for the m- member? Does it say American Public Life or 90 Degree Benefits?

Speaker speaker_2: Uh, no.

Speaker speaker_1: Does, does the ID card say American Public Life or 90 Degree Benefits?

Speaker speaker_2: Yeah. Yes. We have them, sir.

Speaker speaker_1: Which one?

Speaker speaker_2: Uh, it states that for, for benefits at 800, oh, oh, 833-4296.

Speaker speaker_1: What was the ID card? Oh, oh, you said 4296. Okay. That's 90 Degree Benefits. So you... That's the number you want to call. You want to hit option one to speak with a, uh, rep-

Speaker speaker_2: Oh, I don't have number ending with 1496. Please give me the full number to contact.

Speaker speaker_1: All right. So what does, what does the ID card say, sir? Does it say 90 Degree Benefits or American Public Life?

Speaker speaker_2: It states...

Speaker speaker_1: Should be on there. It should be above on the card.

Speaker speaker_2: 90, 90 Degree Benefits Multi-Plan Employer Group Plan.

Speaker speaker_1: Okay. Yeah, yeah. I can give you their phone number whenever you're ready.

Speaker speaker_2: Mm, yes, go ahead.

Speaker speaker_1: It's 1-800-833-

Speaker speaker_2: Mm-hmm. Mm-hmm.

Speaker speaker_1: ... 4296. And you want to hit option one to speak with a representative.

Speaker speaker_2: All right then. If I press one, the call goes to the consent team or...

Speaker speaker_1: It goes to a representative, sir. Option one.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: All right. You have a great day, man.

Speaker speaker_2: Yes. Bye-bye.

Speaker speaker_1: Thank you.