

## **Transcript: Malcolm**

**Nash-4631588969824256-6432004900569088**

### **Full Transcript**

Thanks for calling Benefits in a Card. This is Malcolm, how can I help you? Hi, my name's Hannah. I'm calling from Trident Dental, um, in regards to Mutual patient. Um, what's the information that you need in order to pull her up? So, is it... What, what exactly would you need? Is this for claims or is this for eligibility? Yes, for claims. All right. So for claims you want to reach out to the carrier directly. We don't do anything with claims here. Do you have an ID card for the member? Uh, yeah. We received a thing that said, "We're awaiting information to confirm, confirm eligibility from Benefits in a Card. Upon receipt of this information, we will continue processing your claim. If you have any questions, please call Benefits in a Card." So that's what I did. Yeah. Yes. So that just means that the proc- the claim is still being processed. Do you have... Is... Does the ID card say American Public Life or 90 Degree Benefits? American Public Life. So they, they're the actual carrier and they'll be the ones you want to contact. So do they need to hear from you? So I don't... Again, we don't do anything with claims here, so I'm not sure that, that- Oh. So that's why they were waiting on them? When they get that message, it just means... So the only thing that we could do is verify if the coverage is active and what type of coverage they have. Outside of that, we wouldn't... We don't do anything with claims. That'd be American Public Life. Do you have their phone number? I do. 1-800-256-8606. So 1-800-256-8606? Mm-hmm. Yes. Okay. Thank you. If you call that number you want to hit option four to speak with a representative. Okay, great. Thanks. No problems.

### **Conversation Format**

Speaker speaker\_0: Thanks for calling Benefits in a Card. This is Malcolm, how can I help you?

Speaker speaker\_1: Hi, my name's Hannah. I'm calling from Trident Dental, um, in regards to Mutual patient. Um, what's the information that you need in order to pull her up?

Speaker speaker\_0: So, is it... What, what exactly would you need? Is this for claims or is this for eligibility?

Speaker speaker\_1: Yes, for claims.

Speaker speaker\_0: All right. So for claims you want to reach out to the carrier directly. We don't do anything with claims here. Do you have an ID card for the member?

Speaker speaker\_1: Uh, yeah. We received a thing that said, "We're awaiting information to confirm, confirm eligibility from Benefits in a Card. Upon receipt of this information, we will continue processing your claim. If you have any questions, please call Benefits in a Card." So that's what I did.

Speaker speaker\_0: Yeah. Yes. So that just means that the proc- the claim is still being processed. Do you have... Is... Does the ID card say American Public Life or 90 Degree Benefits?

Speaker speaker\_1: American Public Life.

Speaker speaker\_0: So they, they're the actual carrier and they'll be the ones you want to contact.

Speaker speaker\_1: So do they need to hear from you?

Speaker speaker\_0: So I don't... Again, we don't do anything with claims here, so I'm not sure that, that-

Speaker speaker\_1: Oh. So that's why they were waiting on them?

Speaker speaker\_0: When they get that message, it just means... So the only thing that we could do is verify if the coverage is active and what type of coverage they have. Outside of that, we wouldn't... We don't do anything with claims. That'd be American Public Life. Do you have their phone number?

Speaker speaker\_1: I do. 1-800-256-8606.

Speaker speaker\_0: So 1-800-256-8606?

Speaker speaker\_1: Mm-hmm. Yes. Okay. Thank you.

Speaker speaker\_0: If you call that number you want to hit option four to speak with a representative.

Speaker speaker\_1: Okay, great. Thanks.

Speaker speaker\_0: No problems.