

## **Transcript: Malcolm**

**Nash-4958271445450752-5855265225490432**

### **Full Transcript**

Thanks for calling Benefits in a Card. This is Malcolm, how can I help you? This is, I'm sorry? This is Malcolm with Benefits in a Card, how can I help you? Okay, Malcolm, this is Sandra. I am calling from Hope Physician and I need to check and see the status of, um, on this insurance for Rogers Moy. Please, I need to see if there is a deductible and if the deductible has been met and if there is a copay and how much the copay is? Right, so that seems like some information you would want to get from the carrier. We're not a carrier. We're just a plan administrator for the health- Who is the carrier? So what does the ID card say? Does it say 90 Degree Benefits or American Public Life? Um... 90 Degree, uh, Benefits. All right. So I can give you their phone number whenever you're ready. Okay. Are you ready right now? All right. Right, just 1-800- Yes, sir. Mm-hmm. -833- Mm-hmm. -4... 4296. Okay, that's 1-800-833-4296. Okay. Yes, ma'am and you're gonna hit option one- All right, thank you. ... to speak with a representative. Hit option what now? Number one, you're gonna hit option one to speak with a representative. All right, thank you, sir. You have a blessed day. You too. Thank you.

### **Conversation Format**

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

Speaker speaker\_1: This is, I'm sorry?

Speaker speaker\_0: This is Malcolm with Benefits in a Card, how can I help you?

Speaker speaker\_1: Okay, Malcolm, this is Sandra. I am calling from Hope Physician and I need to check and see the status of, um, on this insurance for Rogers Moy. Please, I need to see if there is a deductible and if the deductible has been met and if there is a copay and how much the copay is?

Speaker speaker\_0: Right, so that seems like some information you would want to get from the carrier. We're not a carrier. We're just a plan administrator for the health-

Speaker speaker\_1: Who is the carrier?

Speaker speaker\_0: So what does the ID card say? Does it say 90 Degree Benefits or American Public Life?

Speaker speaker\_1: Um... 90 Degree, uh, Benefits.

Speaker speaker\_0: All right. So I can give you their phone number whenever you're ready.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Are you ready right now?

Speaker speaker\_1: All right.

Speaker speaker\_0: Right, just 1-800-

Speaker speaker\_1: Yes, sir. Mm-hmm.

Speaker speaker\_0: -833-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: -4... 4296.

Speaker speaker\_1: Okay, that's 1-800-833-4296. Okay.

Speaker speaker\_0: Yes, ma'am and you're gonna hit option one-

Speaker speaker\_1: All right, thank you.

Speaker speaker\_0: ... to speak with a representative.

Speaker speaker\_1: Hit option what now?

Speaker speaker\_0: Number one, you're gonna hit option one to speak with a representative.

Speaker speaker\_1: All right, thank you, sir. You have a blessed day.

Speaker speaker\_0: You too. Thank you.