

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm, how can I help you? Hello? Thanks for calling Benefits in a Card. This is Malcolm, how can I help you? Hi, Malcolm. Um, I'm calling because I got a notice from my dental office, um, she said that like eligibility needed to be confirmed or something, and she gave me a reference number and a claim number. So I was just trying to find out like what that means. So we... That would be something you have to reach out to the carrier about directly 'cause we don't do anything with plans here. We're just a plan administrator, all we do is keep you guys enrolled and unenrolled from the coverage. Oh, okay, got you. So I need to call like the people like on the back of the actual card? Yes, ma'am. APL, American Public Life. I can give you their phone number if you don't have it. Um, yeah, let me... 'Cause the card is probably in the car. Go ahead. It's 1-800-256-8606. 1-800-256- Yep. 8606. Okay, thank you so much, Malcolm. No problem. You want to hit option four to speak with a representative. Option four. Okay, perfect. All right, an- you, was there anything else I can help you with today, ma'am? I'm sorry? Was there anything else I can help you with today? Um, no, that was it. Thank you. No problem. Thanks for calling Benefits in a Card.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is Malcolm, how can I help you?

Speaker speaker_1: Hello?

Speaker speaker_0: Thanks for calling Benefits in a Card. This is Malcolm, how can I help you?

Speaker speaker_1: Hi, Malcolm. Um, I'm calling because I got a notice from my dental office, um, she said that like eligibility needed to be confirmed or something, and she gave me a reference number and a claim number. So I was just trying to find out like what that means.

Speaker speaker_0: So we... That would be something you have to reach out to the carrier about directly 'cause we don't do anything with plans here. We're just a plan administrator, all we do is keep you guys enrolled and unenrolled from the coverage.

Speaker speaker_1: Oh, okay, got you. So I need to call like the people like on the back of the actual card?

Speaker speaker_0: Yes, ma'am. APL, American Public Life. I can give you their phone number if you don't have it.

Speaker speaker_1: Um, yeah, let me... 'Cause the card is probably in the car. Go ahead.

Speaker speaker_0: It's 1-800-256-8606.

Speaker speaker_1: 1-800-256- Yep. 8606. Okay, thank you so much, Malcolm.

Speaker speaker_0: No problem. You want to hit option four to speak with a representative.

Speaker speaker_1: Option four. Okay, perfect.

Speaker speaker_0: All right, an- you, was there anything else I can help you with today, ma'am?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: Was there anything else I can help you with today?

Speaker speaker_1: Um, no, that was it. Thank you.

Speaker speaker_0: No problem. Thanks for calling Benefits in a Card.