

## **Transcript: Malcolm**

**Nash-5076597270429696-5023980095848448**

### **Full Transcript**

Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Hello, Matt. Matt, my name is Ralph Nannis. I received, um, a bill from Quest and it's about, like, a thousand six hundred and something, so I'm wondering, nobody told me that, that it's gonna cost me, and when I went there, it says covered by the insurance. I want to see who can help me with that and why is this amount I have to pay? All right. So this sounds like it's a claim. What's that? What, what, uh, do you have the ID card, is it 90 Degree Benefits or American Public Life? It's American Public Life. All right. So you want to reach out to them directly because they are the carrier. We don't do anything with claims here. I can give you their phone number- Oh. ... whenever you're ready. Uh, is it 800-933-3734? No, sir. That's the former bell. Okay, what's their number, please? It's, it's 1-800- Uh-huh. ... 256- ... 256- ... 8606. ... 8606. And you want to hit option four to speak with a representative. Okay. 256-8... Okay, so this one, yeah. Okay, sir. Thank you so much. Appreciate it. No problem. You have a great day, man. Thanks for calling Benefits- You too. ... in the card. Bye-bye. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Hello, Matt. Matt, my name is Ralph Nannis. I received, um, a bill from Quest and it's about, like, a thousand six hundred and something, so I'm wondering, nobody told me that, that it's gonna cost me, and when I went there, it says covered by the insurance. I want to see who can help me with that and why is this amount I have to pay?

Speaker speaker\_0: All right. So this sounds like it's a claim. What's that? What, what, uh, do you have the ID card, is it 90 Degree Benefits or American Public Life?

Speaker speaker\_1: It's American Public Life.

Speaker speaker\_0: All right. So you want to reach out to them directly because they are the carrier. We don't do anything with claims here. I can give you their phone number-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... whenever you're ready.

Speaker speaker\_1: Uh, is it 800-933-3734?

Speaker speaker\_0: No, sir. That's the former bell.

Speaker speaker\_1: Okay, what's their number, please?

Speaker speaker\_0: It's, it's 1-800-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: ... 256-

Speaker speaker\_1: ... 256-

Speaker speaker\_0: ... 8606.

Speaker speaker\_1: ... 8606.

Speaker speaker\_0: And you want to hit option four to speak with a representative.

Speaker speaker\_1: Okay. 256-8... Okay, so this one, yeah. Okay, sir. Thank you so much. Appreciate it.

Speaker speaker\_0: No problem. You have a great day, man. Thanks for calling Benefits-

Speaker speaker\_1: You too.

Speaker speaker\_0: ... in the card.

Speaker speaker\_1: Bye-bye.

Speaker speaker\_0: Bye.