

Transcript: Malcolm

Nash-5282576652222464-6456497355276288

Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? My name is Keisha. Um, I'm actually a provider calling from North Mississippi Medical Center. I'm trying to get to the right department to take on a claim. All right. What's that... What is the ID card for the member? Does it say American Public Life or a 90 Degree Benefit? 90 Degree. I can give you their phone number whenever you're ready. Okay, what's that number? It's 1-800-833-4296. You want to hit option one to speak with a representative. Okay, thank you. No problem. You have a great day. You too.

Conversation Format

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

Speaker speaker_1: My name is Keisha. Um, I'm actually a provider calling from North Mississippi Medical Center. I'm trying to get to the right department to take on a claim.

Speaker speaker_0: All right. What's that... What is the ID card for the member? Does it say American Public Life or a 90 Degree Benefit?

Speaker speaker_1: 90 Degree.

Speaker speaker_0: I can give you their phone number whenever you're ready.

Speaker speaker_1: Okay, what's that number?

Speaker speaker_0: It's 1-800-833-4296. You want to hit option one to speak with a representative.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: No problem. You have a great day.

Speaker speaker_1: You too.