

## **Transcript: Malcolm**

**Nash-5360445202022400-6594303406817280**

### **Full Transcript**

Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Uh, hey, what's up, man? I was just trying to call to verify member eligibility and get co-pay information. So all I'll be able to provide you with is if the coverage is active or not. Not the carrier, we're just a plan administrator, just get them enrolled or unenrolled from the coverage. Do you know how I could get in contact with, I guess, the carrier? Or do you know who the carrier is? Yes, sir. What does the ID card say? Does it say 90 Degree Benefits or American Public Life? American Public Life. Just the back of the card didn't really have anything for providers, so I was a little confused. You're fine. I can give you their information whenever you're ready. Uh, I'm ready. All right. So their phone number is 1-800-256-8606. You said 8606? Yes. And you want to hit option four to speak with a representative. Option four. Thank you very much, Malcolm, I appreciate your help. No problem. Was there anything else I can help you with today? Nah, that'll be all. I appreciate it. No problem. Thanks for calling Benefits in the Card. Hope you have a great rest of your week, man. You too. Thanks, bro. Bye. Thank you.

### **Conversation Format**

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

Speaker speaker\_1: Uh, hey, what's up, man? I was just trying to call to verify member eligibility and get co-pay information.

Speaker speaker\_0: So all I'll be able to provide you with is if the coverage is active or not. Not the carrier, we're just a plan administrator, just get them enrolled or unenrolled from the coverage.

Speaker speaker\_1: Do you know how I could get in contact with, I guess, the carrier? Or do you know who the carrier is?

Speaker speaker\_0: Yes, sir. What does the ID card say? Does it say 90 Degree Benefits or American Public Life?

Speaker speaker\_1: American Public Life. Just the back of the card didn't really have anything for providers, so I was a little confused.

Speaker speaker\_0: You're fine. I can give you their information whenever you're ready.

Speaker speaker\_1: Uh, I'm ready.

Speaker speaker\_0: All right. So their phone number is 1-800-256-8606.

Speaker speaker\_1: You said 8606?

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

Speaker speaker\_1: Option four. Thank you very much, Malcolm, I appreciate your help.

Speaker speaker\_0: No problem. Was there anything else I can help you with today?

Speaker speaker\_1: Nah, that'll be all. I appreciate it.

Speaker speaker\_0: No problem. Thanks for calling Benefits in the Card. Hope you have a great rest of your week, man.

Speaker speaker\_1: You too. Thanks, bro. Bye.

Speaker speaker\_0: Thank you.