

Transcript: Malcolm

Nash-5465879927373824-4874633789882368

Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Hi, uh, my name is Ada calling from St. Vincent Evansville Hospital and I'm checking on a claim, looking for the claims, uh, medical claim status, and I would like to have the, uh, patient's provider, uh im- sorry, patient's, um, medical line with a- wh- where, where we can check the claim status or provider. All right. So you want to reach out to the carrier directly. We're not a carrier, we're just a plan administrator. Are you saying it's for vision? Uh, it's for medical. All right. So what does the ID card say? Does it say American Public Life or 90 Degree Benefits? Uh, IME. So that's 90 Degree Benefits. I can give you their phone number in- whenever you're ready. Yeah, I'm ready. It's 1-800-833-4296. Four, two, nine, six. All right. Thank you. Have a good day. You want to hit, you want to hit option one to speak with a representative. Okay. Thank you. No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your day. Thank you. Bye. Mm-hmm.

Conversation Format

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

Speaker speaker_1: Hi, uh, my name is Ada calling from St. Vincent Evansville Hospital and I'm checking on a claim, looking for the claims, uh, medical claim status, and I would like to have the, uh, patient's provider, uh im- sorry, patient's, um, medical line with a- wh- where, where we can check the claim status or provider.

Speaker speaker_0: All right. So you want to reach out to the carrier directly. We're not a carrier, we're just a plan administrator. Are you saying it's for vision?

Speaker speaker_1: Uh, it's for medical.

Speaker speaker_0: All right. So what does the ID card say? Does it say American Public Life or 90 Degree Benefits?

Speaker speaker_1: Uh, IME.

Speaker speaker_0: So that's 90 Degree Benefits. I can give you their phone number in- whenever you're ready.

Speaker speaker_1: Yeah, I'm ready.

Speaker speaker_0: It's 1-800-833-4296.

Speaker speaker_1: Four, two, nine, six. All right. Thank you. Have a good day.

Speaker speaker_0: You want to hit, you want to hit option one to speak with a representative.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your day.

Speaker speaker_1: Thank you. Bye.

Speaker speaker_0: Mm-hmm.