

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hi. This is Alice from 1 Circle's authorization department. Um, I'm calling regarding the pre-certification requirements for medical service. So we wouldn't be able to pre-authorize anything. We're not a carrier. You'd want to reach out to the carrier directly. Oh. Uh, may I know what's the department? Uh, I have called your contact number via American Public Life, uh, customer service. Yes. The American Public Life would be the carrier. Do you have their phone number? Uh, yeah. Could you please provide me? Whenever you're ready. Yes, I'm ready. It's 1-800- Uh-huh. ...5-6- 2-5-6... ...8-6-0-6. You want to hit option four to speak with a representative. Will they help me with the, uh, pre-certification for medical service? Yeah. They would be... They would be the ones that be able to authorize anything you get done. We wouldn't be able to do so because we're not providing any services. We just get the members enrolled or un-enrolled from the coverage. Uh, thank you so much for the information. Can I have your name please? Malcolm. Thank you so much, Malcolm, for your wonderful assistance. You have a good day. You too. Thank you. 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: Hi. This is Alice from 1 Circle's authorization department. Um, I'm calling regarding the pre-certification requirements for medical service.

Speaker speaker_0: So we wouldn't be able to pre-authorize anything. We're not a carrier. You'd want to reach out to the carrier directly.

Speaker speaker_1: Oh. Uh, may I know what's the department? Uh, I have called your contact number via American Public Life, uh, customer service.

Speaker speaker_0: Yes. The American Public Life would be the carrier. Do you have their phone number?

Speaker speaker_1: Uh, yeah. Could you please provide me?

Speaker speaker_0: Whenever you're ready.

Speaker speaker_1: Yes, I'm ready.

Speaker speaker_0: It's 1-800-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ...5-6-

Speaker speaker_1: 2-5-6...

Speaker speaker_0: ...8-6-0-6. You want to hit option four to speak with a representative.

Speaker speaker_1: Will they help me with the, uh, pre-certification for medical service?

Speaker speaker_0: Yeah. They would be... They would be the ones that be able to authorize anything you get done. We wouldn't be able to do so because we're not providing any services. We just get the members enrolled or un-enrolled from the coverage.

Speaker speaker_1: Uh, thank you so much for the information. Can I have your name please?

Speaker speaker_0: Malcolm.

Speaker speaker_1: Thank you so much, Malcolm, for your wonderful assistance. You have a good day.

Speaker speaker_0: You too. Thank you.

Speaker speaker_1: Bye-bye.