

Transcript: Malcolm

Nash-5946712790188032-6359441766137856

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... if the plan benefits and the card, this is Malcolm, how can I help you? Yes, Malcolm. Um, my name is Lucia. I'm calling from a provider's office, and I was calling regards to a claim that we received. Um, uh, it looks like there's, you're still expecting something from a card, so, um, looks like it hasn't been paid. Can you tell me a little bit more information on this claim? So we don't do anything with claims. You'll want to reach out to APL. APL is the carrier for the for the digital. Oh, okay, 'cause it, it has this, um, number on here. There's a number it calls it. If I have any questions, to call about bene- this number. Okay, so let me- Just let me- ... make sure I have the... Mm-hmm? We can give you their phone number whenever you're ready. Okay, go ahead. It's 1-800-256-8606. 860- You'll wanna hit opt- ... 06. You'll wanna hit option four to speak with a representative. Oh, okay. All right, thank you, Malcolm. No problem. You have a great day. Mm-hmm. You too. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: ... if the plan benefits and the card, this is Malcolm, how can I help you?

Speaker speaker_2: Yes, Malcolm. Um, my name is Lucia. I'm calling from a provider's office, and I was calling regards to a claim that we received. Um, uh, it looks like there's, you're still expecting something from a card, so, um, looks like it hasn't been paid. Can you tell me a little bit more information on this claim?

Speaker speaker_1: So we don't do anything with claims. You'll want to reach out to APL. APL is the carrier for the for the digital.

Speaker speaker_2: Oh, okay, 'cause it, it has this, um, number on here. There's a number it calls it. If I have any questions, to call about bene- this number. Okay, so let me-

Speaker speaker_1: Just let me-

Speaker speaker_2: ... make sure I have the... Mm-hmm?

Speaker speaker_1: We can give you their phone number whenever you're ready.

Speaker speaker_2: Okay, go ahead.

Speaker speaker_1: It's 1-800-256-8606.

Speaker speaker_2: 860-

Speaker speaker_1: You'll wanna hit opt-

Speaker speaker_2: ... 06.

Speaker speaker_1: You'll wanna hit option four to speak with a representative.

Speaker speaker_2: Oh, okay. All right, thank you, Malcolm.

Speaker speaker_1: No problem. You have a great day.

Speaker speaker_2: Mm-hmm. You too.

Speaker speaker_1: Thank you.