

Transcript: Malcolm

Nash-6108528917397504-6604351981797376

Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Hi, Matt. My name's Yesenia. I'm calling from AdventHealth Carrollwood. I'm calling in regards to... Pardon me. I'm calling in regards to... We're trying to confirm whether or not authorization is required for a patient that's scheduled to come tomorrow and hoping you can best assist us. So I wouldn't be... We wouldn't be able to authorize anything. We're not the carrier, we're just the plan administrator. What does the ID card for the member say? Um, let's see here. Um- Does it say 90 Degree Benefits, um, American Public Health? It says 90 Degree Benefits. Mm-hmm. So I can give you their phone number whenever you're ready. That'd be the carrier for the card that they have. Okay. All right. What's that number? It's 1-800-833-4296. And you want to hit option one to speak with a representative. Okay. Thank you so much. Um, is there any way by chance you could transfer me or do I have to just call them directly? I can transfer you, give me one moment. I really appreciate your help, Matt. No problem.

Conversation Format

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

Speaker speaker_1: Hi, Matt. My name's Yesenia. I'm calling from AdventHealth Carrollwood. I'm calling in regards to... Pardon me. I'm calling in regards to... We're trying to confirm whether or not authorization is required for a patient that's scheduled to come tomorrow and hoping you can best assist us.

Speaker speaker_0: So I wouldn't be... We wouldn't be able to authorize anything. We're not the carrier, we're just the plan administrator. What does the ID card for the member say?

Speaker speaker_1: Um, let's see here. Um-

Speaker speaker_0: Does it say 90 Degree Benefits, um, American Public Health?

Speaker speaker_1: It says 90 Degree Benefits.

Speaker speaker_0: Mm-hmm. So I can give you their phone number whenever you're ready. That'd be the carrier for the card that they have.

Speaker speaker_1: Okay. All right. What's that number?

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

Speaker speaker_1: Okay. Thank you so much. Um, is there any way by chance you could transfer me or do I have to just call them directly?

Speaker speaker_0: I can transfer you, give me one moment.

Speaker speaker_1: I really appreciate your help, Matt.

Speaker speaker_0: No problem.