

Transcript: Malcolm

Nash-6344651011047424-5108799941427200

Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? My name's Nicole. I'm calling from 90 MRI, and I'm calling to see if, um, this insurance would do a single case agreement for patient's MRI. So you want to reach out to the carrier directly? Yeah. We're not a carrier, we're just administrators. Oh, okay. Sorry, I'm calling the wrong number. Sorry about that. What does the ID card say? Does it say American Public Life or 90 Degree Benefits? Yeah, it's American Public Life. You need, do you have their phone number? Yeah, I do. Thank you. All right, so you want to hit option four when you call them. Okay. Thank you so much. Take care. No problem. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_1: My name's Nicole. I'm calling from 90 MRI, and I'm calling to see if, um, this insurance would do a single case agreement for patient's MRI.

Speaker speaker_0: So you want to reach out to the carrier directly?

Speaker speaker_1: Yeah.

Speaker speaker_0: We're not a carrier, we're just administrators.

Speaker speaker_1: Oh, okay. Sorry, I'm calling the wrong number. Sorry about that.

Speaker speaker_0: What does the ID card say? Does it say American Public Life or 90 Degree Benefits?

Speaker speaker_1: Yeah, it's American Public Life.

Speaker speaker_0: You need, do you have their phone number?

Speaker speaker_1: Yeah, I do. Thank you.

Speaker speaker_0: All right, so you want to hit option four when you call them.

Speaker speaker_1: Okay. Thank you so much. Take care.

Speaker speaker_0: No problem. You too.

Speaker speaker_1: Bye-bye.