

## Transcript: Malcolm

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### Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hi, Malcolm. Um, calling to get some eligibility for two patients. They're siblings. Are they under the same person? I believe they are. What's the name of them? Um, the first name is Ezra, E-Z-R-A. Burnell, B-... I'm sorry. Sorry, who's the s- who's the main, uh, cardholder? Oh, who's the subscriber? Okay. Jeremiah Burnell. How do you spell that? J-E-R-E-M-I-A-H. Last name is B as in boy, U-R-N-E-L-L. Say that last name for me one more time, please? B-U-R-N-E-L-L. All right. Do you have address and date of birth for me for the main provider? I mean, the main member? Yeah. Yeah, his date of birth is 2/1... Nope, I'm sorry. His date of birth is 11/18/1988. Mm-hmm. I have his address as 2380 Cherokee Drive, London, Ohio 43140. Zero. Can't get coverage anymore for Mr. Jeremiah Burnell. I'm sorry, you were cutting in and out. What did you say? It's not showing the member has coverage anymore. Okay. Does it give a... Does it give effective dates? So it looks like it began 10/14/24 and it ended 3/23/25. 3/23/25. Great. Oops, too many twos. Okay. 10/14/24 and 3/23/25. So, is this... What type of insurance is this? Is this, um, commercial or, uh, a private healthcare system? So they're hospital indemnity plans. I don't have a copy of the card. I'm sorry? They're hospital indemnity plans. So they're limited benefit plans. They're not major medicals. Is that what you're asking? They're not... Yes. I guess the payer plan would be. Like, what... I mean, we send our claims to American Public Life. Yes, ma'am. That's the carrier. We're Benefits in a Card. We're just a plan administrator for the health insurance. We just get them enrolled or unenrolled. Got you. Okay. So, how do I get ahold of American Public Life? I can give you their phone number whenever you're ready. Um, go ahead. It's 1-800- Mm-hmm. ...256- 256- ...8606. ...8606. And you want to hit option 4 to speak with a representative. Option 4. Okay, great. All right. Well, I've got the information that I needed from you, the eligibility. Um, is there a call reference number for this call, Malcolm? It'd be my name and today's date. M-A-L-C-O-L-M. O-5- Yes, ma'am. ...14-2025. 14-2025. Yes, ma'am. Okay, great. Thank you very much for your help, Malcolm. No problem. Was there anything else I could help you with today, ma'am? No, that was it. Thank you. No problem. Thanks for calling Benefits in a Card. Hope you have a great rest of your day. You too. Bye. Thank...

### Conversation Format

Speaker speaker\_0: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker\_1: Hi, Malcolm. Um, calling to get some eligibility for two patients. They're siblings.

Speaker speaker\_0: Are they under the same person?

Speaker speaker\_1: I believe they are.

Speaker speaker\_0: What's the name of them?

Speaker speaker\_1: Um, the first name is Ezra, E-Z-R-A. Burnell, B-... I'm sorry.

Speaker speaker\_0: Sorry, who's the s- who's the main, uh, cardholder?

Speaker speaker\_1: Oh, who's the subscriber? Okay. Jeremiah Burnell.

Speaker speaker\_0: How do you spell that?

Speaker speaker\_1: J-E-R-E-M-I-A-H. Last name is B as in boy, U-R-N-E-L-L.

Speaker speaker\_0: Say that last name for me one more time, please?

Speaker speaker\_1: B-U-R-N-E-L-L.

Speaker speaker\_0: All right. Do you have address and date of birth for me for the main provider? I mean, the main member?

Speaker speaker\_1: Yeah. Yeah, his date of birth is 2/1... Nope, I'm sorry. His date of birth is 11/18/1988.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: I have his address as 2380 Cherokee Drive, London, Ohio 43140. Zero.

Speaker speaker\_0: Can't get coverage anymore for Mr. Jeremiah Burnell.

Speaker speaker\_1: I'm sorry, you were cutting in and out. What did you say?

Speaker speaker\_0: It's not showing the member has coverage anymore.

Speaker speaker\_1: Okay. Does it give a... Does it give effective dates?

Speaker speaker\_0: So it looks like it began 10/14/24 and it ended 3/23/25.

Speaker speaker\_1: 3/23/25. Great. Oops, too many twos. Okay. 10/14/24 and 3/23/25. So, is this... What type of insurance is this? Is this, um, commercial or, uh, a private healthcare system?

Speaker speaker\_0: So they're hospital indemnity plans.

Speaker speaker\_1: I don't have a copy of the card. I'm sorry?

Speaker speaker\_0: They're hospital indemnity plans. So they're limited benefit plans. They're not major medicals. Is that what you're asking?

Speaker speaker\_1: They're not... Yes. I guess the payer plan would be. Like, what... I mean, we send our claims to American Public Life.

Speaker speaker\_0: Yes, ma'am. That's the carrier. We're Benefits in a Card. We're just a plan administrator for the health insurance. We just get them enrolled or unenrolled.

Speaker speaker\_1: Got you. Okay. So, how do I get ahold of American Public Life?

Speaker speaker\_0: I can give you their phone number whenever you're ready.

Speaker speaker\_1: Um, go ahead.

Speaker speaker\_0: It's 1-800-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ...256-

Speaker speaker\_1: 256-

Speaker speaker\_0: ...8606.

Speaker speaker\_1: ...8606.

Speaker speaker\_0: And you want to hit option 4 to speak with a representative.

Speaker speaker\_1: Option 4. Okay, great. All right. Well, I've got the information that I needed from you, the eligibility. Um, is there a call reference number for this call, Malcolm?

Speaker speaker\_0: It'd be my name and today's date.

Speaker speaker\_1: M-A-L-C-O-L-M. O-5-

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: ...14-2025.

Speaker speaker\_0: 14-2025. Yes, ma'am.

Speaker speaker\_1: Okay, great. Thank you very much for your help, Malcolm.

Speaker speaker\_0: No problem. Was there anything else I could help you with today, ma'am?

Speaker speaker\_1: No, that was it. Thank you.

Speaker speaker\_0: No problem. Thanks for calling Benefits in a Card. Hope you have a great rest of your day.

Speaker speaker\_1: You too. Bye.

Speaker speaker\_0: Thank...