

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. This is Sarah with Heart Solutions. I'm trying to see if this patient needs an authorization for a echocardiogram? Well, sir, that seems like, um, something you want to reach out to the carrier to directly. We wouldn't be able to authorize any type of procedures or anything. Do you have a number for them? Yes. Do you have the ID card for the member? Does it say 90 Degree Benefits or American Public Life? American Public Life. I can give you their phone number whenever you're ready. I'm ready. All right, so it's 1-800-256-8606. You want to hit option four to speak with a representative. Perfect. Thank you so much.

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. This is Sarah with Heart Solutions. I'm trying to see if this patient needs an authorization for a echocardiogram?

Speaker speaker_0: Well, sir, that seems like, um, something you want to reach out to the carrier to directly. We wouldn't be able to authorize any type of procedures or anything.

Speaker speaker_1: Do you have a number for them?

Speaker speaker_0: Yes. Do you have the ID card for the member? Does it say 90 Degree Benefits or American Public Life?

Speaker speaker_1: American Public Life.

Speaker speaker_0: I can give you their phone number whenever you're ready.

Speaker speaker_1: I'm ready.

Speaker speaker_0: All right, so it's 1-800-256-8606. You want to hit option four to speak with a representative.

Speaker speaker_1: Perfect. Thank you so much.