

## **Transcript: Pamela**

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### **Full Transcript**

Thank you for calling Benefits InterCard. This is Pamela speaking. How may I help you? I'm sorry, your name is Pamela? Yes, sir. Hi, s- Pamela, um, this is Vin from, um, Chiro Auto Therapy. Um, just have few questions regarding submitting an authorization request. Um, I could transfer you to the, the actual carrier. We do not process any of those, and they will let you know if you need a authorization for it. We are the administrator for the health insurance, not a, um, the carrier. Oh, w- what do you mean? Like, the, uh, insurance itself? We need to call the insurance? Yes, we are not the carrier. I could provide you with the telephone number, if you would like to, and they will be able to tell you or give you a breakdown of their benefits. Sure. Okay. Um, if you want, I could transfer you, or I could give you the phone number, whatever is easier for you. Um, give me the phone number first, and then transfer, transfer me to them. No problem. 800-256-8606. Um, see... Here, one moment, Pamela. Mm-hmm. I need this paper. Where is that? Oh, what, what's the name of your company, ma'am? My company? Yes. I'm sorry, Benefits... InterCard. InterCard. Oh, Benefits InterCard? Yes, sir. I'm gonna... And the carrier is APL, American Public Life. American Public Life. That's the only company that you're, um, working with? And also, IMA 90 Degrees. What's the other one? IMA 90 Degrees. IMA 90 Degrees. Are you also working with South Carolina Medicaid? No, sir. Oh, okay, okay. It's all right. Um, so you're not handling, you're not handling the, like submitting an authorization or any authorization requests? No sir. Okay. Um- So you can go ahead. Okay. Um, and transfer me to American Public Life. All right, bear with me. Thank you.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits InterCard. This is Pamela speaking. How may I help you?

Speaker speaker\_1: I'm sorry, your name is Pamela?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Hi, s- Pamela, um, this is Vin from, um, Chiro Auto Therapy. Um, just have few questions regarding submitting an authorization request.

Speaker speaker\_0: Um, I could transfer you to the, the actual carrier. We do not process any of those, and they will let you know if you need a authorization for it. We are the administrator for the health insurance, not a, um, the carrier.

Speaker speaker\_1: Oh, w- what do you mean? Like, the, uh, insurance itself? We need to call the insurance?

Speaker speaker\_0: Yes, we are not the carrier. I could provide you with the telephone number, if you would like to, and they will be able to tell you or give you a breakdown of their benefits.

Speaker speaker\_1: Sure.

Speaker speaker\_0: Okay. Um, if you want, I could transfer you, or I could give you the phone number, whatever is easier for you.

Speaker speaker\_1: Um, give me the phone number first, and then transfer, transfer me to them.

Speaker speaker\_0: No problem. 800-256-8606.

Speaker speaker\_1: Um, see... Here, one moment, Pamela.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: I need this paper. Where is that? Oh, what, what's the name of your company, ma'am?

Speaker speaker\_0: My company?

Speaker speaker\_1: Yes. I'm sorry, Benefits...

Speaker speaker\_0: InterCard.

Speaker speaker\_1: InterCard. Oh, Benefits InterCard?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: I'm gonna...

Speaker speaker\_0: And the carrier is APL, American Public Life.

Speaker speaker\_1: American Public Life. That's the only company that you're, um, working with?

Speaker speaker\_0: And also, IMA 90 Degrees.

Speaker speaker\_1: What's the other one?

Speaker speaker\_0: IMA 90 Degrees.

Speaker speaker\_1: IMA 90 Degrees. Are you also working with South Carolina Medicaid?

Speaker speaker\_0: No, sir.

Speaker speaker\_1: Oh, okay, okay. It's all right. Um, so you're not handling, you're not handling the, like submitting an authorization or any authorization requests?

Speaker speaker\_0: No sir.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um-

Speaker speaker\_1: So you can go ahead.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Um, and transfer me to American Public Life. All right, bear with me.  
Thank you.