

Transcript: Chris Sofield

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Full Transcript

Hey, this is Chris. How can I help you today? Hey, um, I'm trying to figure out how to use my medical card, just like to get like a regular checkup. Um, you would just show it to the doctor. Uh, the only- I- ... only issue would be if he, like, you haven't gotten your card yet. Well, I have the card, um, is, is the only thing I need to do is just go to any clinic or is there a specific clinic that I need, that I need to go to? Uh, you would follow the network which the information for that would be on the card itself. Should be something about lo... to locate participating providers. Okay, um, and do, like, depending on, like, how much they're going to charge me on anything, like, ho... h- how does that work? So, the card that you have, does it show 90 Degree Benefits or American Public Life on it? I, I don't have the, the card with me right now 'cause, um, I'm, I'm not sure which one it is. Okay. So, it, it more or less depends on which card it is. If it's the 90 Degree Benefit Card, that card is for preventative care services and as long as you're following the network, it's 100% coverage. If it's the American Public Life card, then, um, the insurance carry... sor... sorry, uh, the doctor will bill the insurance company which is American Public Life first. Mm-hmm. APL will pay towards the bill and then you're just responsible for whatever's left, um, but that's, that's determined by American Public Life when the doctor bills it to them. Oh, okay. Uh, that makes sense. Oh that's all I wanted to know. Thank you so much. You're welcome. Thanks for calling. Have a good day. Mm-hmm. You, too. Bye.

Conversation Format

Speaker speaker_0: Hey, this is Chris. How can I help you today?

Speaker speaker_1: Hey, um, I'm trying to figure out how to use my medical card, just like to get like a regular checkup.

Speaker speaker_0: Um, you would just show it to the doctor. Uh, the only-

Speaker speaker_1: I-

Speaker speaker_0: ... only issue would be if he, like, you haven't gotten your card yet.

Speaker speaker_1: Well, I have the card, um, is, is the only thing I need to do is just go to any clinic or is there a specific clinic that I need, that I need to go to?

Speaker speaker_0: Uh, you would follow the network which the information for that would be on the card itself. Should be something about lo... to locate participating providers.

Speaker speaker_1: Okay, um, and do, like, depending on, like, how much they're going to charge me on anything, like, ho... h- how does that work?

Speaker speaker_0: So, the card that you have, does it show 90 Degree Benefits or American Public Life on it?

Speaker speaker_1: I, I don't have the, the card with me right now 'cause, um, I'm, I'm not sure which one it is.

Speaker speaker_0: Okay. So, it, it more or less depends on which card it is. If it's the 90 Degree Benefit Card, that card is for preventative care services and as long as you're following the network, it's 100% coverage. If it's the American Public Life card, then, um, the insurance carry... sor... sorry, uh, the doctor will bill the insurance company which is American Public Life first.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: APL will pay towards the bill and then you're just responsible for whatever's left, um, but that's, that's determined by American Public Life when the doctor bills it to them.

Speaker speaker_1: Oh, okay. Uh, that makes sense. Oh that's all I wanted to know. Thank you so much.

Speaker speaker_0: You're welcome. Thanks for calling. Have a good day.

Speaker speaker_1: Mm-hmm. You, too. Bye.