

Transcript: Malcolm

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Full Transcript

Hello, this is Malcom, how can I help you? Hi, I'm calling about a letter I received for a claim. So, you wanna reach out to the carrier directly? We don't do anything with claims here. Oh, okay. Sorry. This is the number that they put on the letter. Yes, ma'am- Do you have the right number? ... Yeah, so we... So, what is the claim for? Medical? Dental? Medical. So, is your coverage with APL or 90 Degree Benefits? I'm the provider. I'm trying to get to the provider line. Okay. So, do you have their ID number? Yes. Uh- I mean, I mean, I mean the ID card not the number. The ID card should either have 90 Degree Benefits on it or American Public Life. Oh, yeah. 90 Degree. Mokay. So, I can give you their phone number whenever you're ready. Okay. So, it's 1-800- Mm-hmm. ... 833-4296. Okay. Thank you. You want to hit option one to speak with a representative. Okay. Perfect. You have a great day. Thank you. Thank you. Thanks.

Conversation Format

Speaker speaker_0: Hello, this is Malcom, how can I help you?

Speaker speaker_1: Hi, I'm calling about a letter I received for a claim.

Speaker speaker_0: So, you wanna reach out to the carrier directly? We don't do anything with claims here.

Speaker speaker_1: Oh, okay. Sorry. This is the number that they put on the letter.

Speaker speaker_0: Yes, ma'am-

Speaker speaker_1: Do you have the right number?

Speaker speaker_0: ... Yeah, so we... So, what is the claim for? Medical? Dental?

Speaker speaker_1: Medical.

Speaker speaker_0: So, is your coverage with APL or 90 Degree Benefits?

Speaker speaker_1: I'm the provider. I'm trying to get to the provider line.

Speaker speaker_0: Okay. So, do you have their ID number?

Speaker speaker_1: Yes. Uh-

Speaker speaker_0: I mean, I mean, I mean the ID card not the number. The ID card should either have 90 Degree Benefits on it or American Public Life.

Speaker speaker_1: Oh, yeah. 90 Degree.

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

Speaker speaker_1: Okay.

Speaker speaker_0: So, it's 1-800-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 833-4296.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: You want to hit option one to speak with a representative.

Speaker speaker_1: Okay. Perfect.

Speaker speaker_0: You have a great day. Thank you.

Speaker speaker_1: Thank you. Thanks.