

Transcript: Malcolm

Nash-4605040158097408-5795556052746240

Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm, how can I help you? Hi, my name Ben Thomas calling for Samaritan Hospital to check on a claims denials status. Please be informed that this call is being recorded and monitored for collection and claims purposes. Yeah, so you want to reach out to the carrier directly. We won't do anything with claims here. All right, okay. I got the number from the pharmacy department that this will be the claims department. Okay, can I have the claims department number? So I don't, I wouldn't be... It would have to be the carrier. Do you have the ID card for the member? Would it be American Public Life or 90 Degree Benefits? All right, okay. Does the ID card say 90 Degree Benefits or American Public Life? Just, just give me a moment. Mm-hmm. Uh, it is American Public Life. All right, so I can give you their phone number whenever you're ready. Yeah, I'm ready. Yeah, go. All right, so it's 1-800-256-8606. Okay. And you want to hit option four to speak with a representative. Oh, okay. All right, thank you so much for the contact number. Okay. Thank you so much for assisting me. So was there anything else you needed? I'm sorry? So was there anything else I could help you with today? Uh, no, I'm good. Thank you so much. I'll contact- And the reference, the reference will be today's date and my name. Oh, okay. M- my name's Malcolm. And could you please spell your name for me? M as in Mike, A as in Apple, L as in Lima, C as in Charlie, O as in Oscar, L as in Lima, M as in Mike. All right, Malcolm, thank you so much for that. Okay. No problem. I don't have any more questions here. Thank you so much for assisting me. Have a great day. Bye-bye. And take care of yourself, please. You too, thank you. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is Malcolm, how can I help you?

Speaker speaker_1: Hi, my name Ben Thomas calling for Samaritan Hospital to check on a claims denials status. Please be informed that this call is being recorded and monitored for collection and claims purposes.

Speaker speaker_0: Yeah, so you want to reach out to the carrier directly. We won't do anything with claims here.

Speaker speaker_1: All right, okay. I got the number from the pharmacy department that this will be the claims department. Okay, can I have the claims department number?

Speaker speaker_0: So I don't, I wouldn't be... It would have to be the carrier. Do you have the ID card for the member? Would it be American Public Life or 90 Degree Benefits?

Speaker speaker_1: All right, okay.

Speaker speaker_0: Does the ID card say 90 Degree Benefits or American Public Life?

Speaker speaker_1: Just, just give me a moment.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Uh, it is American Public Life.

Speaker speaker_0: All right, so I can give you their phone number whenever you're ready.

Speaker speaker_1: Yeah, I'm ready. Yeah, go.

Speaker speaker_0: All right, so it's 1-800-256-8606.

Speaker speaker_1: Okay.

Speaker speaker_0: And you want to hit option four to speak with a representative.

Speaker speaker_1: Oh, okay. All right, thank you so much for the contact number. Okay. Thank you so much for assisting me.

Speaker speaker_0: So was there anything else you needed?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: So was there anything else I could help you with today?

Speaker speaker_1: Uh, no, I'm good. Thank you so much. I'll contact-

Speaker speaker_0: And the reference, the reference will be today's date and my name.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: M- my name's Malcolm.

Speaker speaker_1: And could you please spell your name for me?

Speaker speaker_0: M as in Mike, A as in Apple, L as in Lima, C as in Charlie, O as in Oscar, L as in Lima, M as in Mike.

Speaker speaker_1: All right, Malcolm, thank you so much for that. Okay.

Speaker speaker_0: No problem.

Speaker speaker_1: I don't have any more questions here. Thank you so much for assisting me. Have a great day. Bye-bye. And take care of yourself, please.

Speaker speaker_0: You too, thank you. Bye.