

Transcript: Malcolm

Nash-4740606265573376-4984945264738304

Full Transcript

... and it ain't easy coming. Thank you for calling 90 Degree Benefits. This is Malcolm, how can I help you? Uh, um, I'm just calling because, um, I'm, I'm insured, um, I'm insured with y'all. My name's Keith Lancaster. I'm insured with y'all, and I'd sent my daughter to the doctor's office for a checkup, and I'm, and they said that, um, that, but I still got a bill for \$175. So you're calling about a claim? Y- yeah. Right, so you wanna reach out to your carrier directly about claims. What, what staffing company do you work for? Uh, MAU. For security purposes, can you verify your address and date of birth for me? Um, 611 Richfield Drive, 10/12/1982. Your, so your phone number is 619-9835? Yeah. And then your email is klancaster555@gmail.com? Yeah. All right, so looks like you had a preventative care plan, so you wanna reach out to 90 Degree Benefits about your claim. Okay. You have their phone number? I... Oh. 90 Degree Benefits. Okay, yeah. Thank you. Go ahead. So you wanna hit option one when you call them, the 1-800-833-4296 number? Yeah. You wanna hit option one to speak with a representative. All right, thank you. Was it for medical? Yeah, it was, uh, I took my daughter for a checkup, a medical, like a medical checkup, and they said they cover that on, on this, like checkups and stuff like that. But they, they, I got a bill for \$175. Yeah, so you wanna reach out to, reach out to 90 Degree Benefits, and they'll, they'll be able to further assist you with that. All right, thank you. No problem. You have a great rest of your week, man. All right.

Conversation Format

Speaker speaker_0: ... and it ain't easy coming.

Speaker speaker_1: Thank you for calling 90 Degree Benefits. This is Malcolm, how can I help you?

Speaker speaker_0: Uh, um, I'm just calling because, um, I'm, I'm insured, um, I'm insured with y'all. My name's Keith Lancaster. I'm insured with y'all, and I'd sent my daughter to the doctor's office for a checkup, and I'm, and they said that, um, that, but I still got a bill for \$175.

Speaker speaker_1: So you're calling about a claim?

Speaker speaker_0: Y- yeah.

Speaker speaker_1: Right, so you wanna reach out to your carrier directly about claims. What, what staffing company do you work for?

Speaker speaker_0: Uh, MAU.

Speaker speaker_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_0: Um, 611 Richfield Drive, 10/12/1982.

Speaker speaker_1: Your, so your phone number is 619-9835?

Speaker speaker_0: Yeah.

Speaker speaker_1: And then your email is klancaster555@gmail.com?

Speaker speaker_0: Yeah.

Speaker speaker_1: All right, so looks like you had a preventative care plan, so you wanna reach out to 90 Degree Benefits about your claim.

Speaker speaker_0: Okay.

Speaker speaker_1: You have their phone number?

Speaker speaker_0: I... Oh. 90 Degree Benefits. Okay, yeah. Thank you. Go ahead.

Speaker speaker_1: So you wanna hit option one when you call them, the 1-800-833-4296 number?

Speaker speaker_0: Yeah.

Speaker speaker_1: You wanna hit option one to speak with a representative.

Speaker speaker_0: All right, thank you.

Speaker speaker_1: Was it for medical?

Speaker speaker_0: Yeah, it was, uh, I took my daughter for a checkup, a medical, like a medical checkup, and they said they cover that on, on this, like checkups and stuff like that. But they, they, I got a bill for \$175.

Speaker speaker_1: Yeah, so you wanna reach out to, reach out to 90 Degree Benefits, and they'll, they'll be able to further assist you with that.

Speaker speaker_0: All right, thank you.

Speaker speaker_1: No problem. You have a great rest of your week, man.

Speaker speaker_0: All right.