

## **Transcript: Malcolm**

**Nash-4743071639584768-6213370310606848**

### **Full Transcript**

This is 911, how may I take your call? Yes. I am calling from, uh, Dr. Edmonds' office in Hopkinsville, Kentucky, and, um, a patient of ours has an American Public Life card. And I just need to know, like, what, uh, insurance company this is umbrellaed under so that I can verify the insurance. So the American Public Life is the carrier, ma'am. We are plan... We're Benefits in a Card. We're just the plan administrator. Okay. But it's not, like, umbrellaed, like, under Anthem or Aetna or Cigna or anything like that? Not that I'm aware of. No, ma'am. Okay. All right. Mm. Thank you. No problem. Is there anything else I can help you with today? Um, is there any way I can verify this insurance? What do you need to verify the insurance? I can tell you if they have active- To make sure... Like, to see if they have... Right. To make sure it's active, see if they have any copays or deductibles or anything like that. The only thing that I would be able to tell you is if they're active or not. What's, what's the name of the member? Carol Conaway. How do you spell that? C-O-N-A-W-A-Y. That first name? Carol. C-A-R-O-L. And what was the last name? Conaway. C-O-N-A-W-A-Y. You got a date of birth and address? Um, date of birth is 5/31/'68. And... The address is 72 Brashers Lane, Princeton, Kentucky. 42445. Thank you. So yeah, they should have active coverage. Okay. But there's no way you can tell me if there's a copay or deductible or anything like that? No, ma'am, because we're not the carrier, we're just the plan administrator. I can give you the carrier phone number, so you can reach them directly. Okay. Who is the carrier? American Public Life. Okay. And what's their number? It's 1-800-256- 856- 6-56? 2-56- 2-56... Okay, I'm sorry. Okay. No, you're fine. 8606. And you want to hit option four to speak with a representative. Okay. I wonder why that number's not on the card. Okay. Okay. Is there anything else I can help you with, ma'am? All right. Thank you. I'll just hang up the phone. No problem. 911, how may I take your call? That's all. Thanks for calling Benefits in a Card. I hope you have a great rest of your week. All right. Thank you. Bye. Bye.

### **Conversation Format**

Speaker speaker\_0: This is 911, how may I take your call?

Speaker speaker\_1: Yes. I am calling from, uh, Dr. Edmonds' office in Hopkinsville, Kentucky, and, um, a patient of ours has an American Public Life card. And I just need to know, like, what, uh, insurance company this is umbrellaed under so that I can verify the insurance. So the American Public Life is the carrier, ma'am. We are plan... We're Benefits in a Card. We're just the plan administrator. Okay. But it's not, like, umbrellaed, like, under Anthem or Aetna or Cigna or anything like that?

Speaker speaker\_0: Not that I'm aware of. No, ma'am.

Speaker speaker\_1: Okay. All right. Mm. Thank you.

Speaker speaker\_0: No problem. Is there anything else I can help you with today?

Speaker speaker\_1: Um, is there any way I can verify this insurance?

Speaker speaker\_0: What do you need to verify the insurance? I can tell you if they have active-

Speaker speaker\_1: To make sure... Like, to see if they have... Right. To make sure it's active, see if they have any copays or deductibles or anything like that.

Speaker speaker\_0: The only thing that I would be able to tell you is if they're active or not. What's, what's the name of the member?

Speaker speaker\_1: Carol Conaway.

Speaker speaker\_0: How do you spell that?

Speaker speaker\_1: C-O-N-A-W-A-Y.

Speaker speaker\_0: That first name?

Speaker speaker\_1: Carol. C-A-R-O-L.

Speaker speaker\_0: And what was the last name?

Speaker speaker\_1: Conaway. C-O-N-A-W-A-Y.

Speaker speaker\_0: You got a date of birth and address?

Speaker speaker\_1: Um, date of birth is 5/31/68. And... The address is 72 Brashers Lane, Princeton, Kentucky. 42445.

Speaker speaker\_0: Thank you. So yeah, they should have active coverage.

Speaker speaker\_1: Okay. But there's no way you can tell me if there's a copay or deductible or anything like that?

Speaker speaker\_0: No, ma'am, because we're not the carrier, we're just the plan administrator. I can give you the carrier phone number, so you can reach them directly.

Speaker speaker\_1: Okay. Who is the carrier?

Speaker speaker\_0: American Public Life.

Speaker speaker\_1: Okay. And what's their number?

Speaker speaker\_0: It's 1-800-256- 856-

Speaker speaker\_1: 6-56?

Speaker speaker\_0: 2-56-

Speaker speaker\_1: 2-56... Okay, I'm sorry. Okay.

Speaker speaker\_0: No, you're fine. 8606. And you want to hit option four to speak with a representative.

Speaker speaker\_1: Okay. I wonder why that number's not on the card. Okay.

Speaker speaker\_0: Okay. Is there anything else I can help you with, ma'am?

Speaker speaker\_1: All right. Thank you. I'll just hang up the phone.

Speaker speaker\_0: No problem. 911, how may I take your call?

Speaker speaker\_1: That's all.

Speaker speaker\_0: Thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker\_1: All right. Thank you. Bye.

Speaker speaker\_0: Bye.