

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Hi, Malcolm. My name's Leticia, calling from the Office Recovery Service Medicaid of Utah. I need to check eligibility of the policy. All right, you just need to know if they're active or not? Yeah. Check, I'm just checking eligibility. So I wouldn't be able to tell you if they're eligible to get any type of work done, because we're not the carrier. We're just a plan administrator. Mm. I can tell you, the only thing that I would be able to provide you with is if the coverage is active or not. I wouldn't be a- able to give you clearance. Okay, so it's 90-day on. Yes, ma'am. What's the name of the member? Uh, Carlton, C-A-R-L-T-O-N. Last name? Wallace, W-A-L-L-A-C-E. You know the last four of the Social? 0165. Thank you. Can you verify address and date of birth? Hello? 755 West 300 North Clearfield, Utah 84015. And date of birth? 4/27/81. Thank you. All right, so it looks like they still, they have active coverage. Did it tell you when it started or no? 2/10/25. Hmm. And doesn't say anything else, right? It just tells them to tell you who the insurance... You guys are Benefit in the Card, but you guys aren't the actual insurance; you can just verify it. Is that correct? Yes, ma'am. So the, the carrier would be American Public Life and 90 Degree Benefits, depending on what, what services is getting done. Okay. So it's a... You said American, what? What was it? American Public Life and then 90 Degree Benefits. 90... 9- 90 Degree Benefits. Okay. But it is active, so I'd have to call them for that. It doesn't show the pharmacy through it, does it? That I wouldn't find them? No chance. You don't know who the phar- pharmacy bene- benefits, is it? Does it show who the pharmacy's to or no? Give me one moment while I pull up the benefits guide. I can see. Okay. You're saying you want to know who the pharmacy goes through? Yeah. Yes, please. Let's see. Y for 90 Degree... Okay. So it'd be PharmaVale. Oh, PharmaVale. Okay. Do you have PharmaVale's phone number by any chance or no? Yes, ma'am, whenever you're ready. I'm ready. It's 1-800-933-3734. Okay. And now is he the only one on there? Carlton, does it show him the only one? So he has- It says that he's the only policy. So it has employee plus child coverage. One child that I show is spelled J-A-A-S-I-E-L Wallace. Yes, ma'am. Second name S-A-M-A-K-110.3. He's on there too, correct? Same start date? Yes, ma'am. Okay. But the claims wouldn't go to you, they would have to go to, um, either 90 Degrees or American Public, correct? Yes, ma'am. Okay. Well, we get this. Hey, thank you for taking time to help me today. No problem. Do you have their phone- Oh, do you have the clear page? Do you have both of those? Oh, go ahead. Oh, no. Oh, okay, let's see. What is, what is... Let me get back in here. What is American Public Life phone number? Are you ready? Yeah, I am. All right, so it's 1-800-256-8606. And you want to hit option four to speak with a representative. Okay. But it could be 90 Degree, right? Or that one? Yes, ma'am, but you have- Or just American Public Life? But you have their phone number as well. No, can I have that 90 Degree one? So... Yep, whenever you're ready. I'm ready. It's 1-800-833-4296. Okay. You

want to hit option one to speak with a rep- Oh. Option one. Okay, well, great. Thanks for your help today. You have a great day. Take care. You too, ma'am. Thank you. Bye. Goodbye.

Conversation Format

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

Speaker speaker_1: Hi, Malcolm. My name's Leticia, calling from the Office Recovery Service Medicaid of Utah. I need to check eligibility of the policy.

Speaker speaker_0: All right, you just need to know if they're active or not?

Speaker speaker_1: Yeah. Check, I'm just checking eligibility.

Speaker speaker_0: So I wouldn't be able to tell you if they're eligible to get any type of work done, because we're not the carrier. We're just a plan administrator.

Speaker speaker_1: Mm.

Speaker speaker_0: I can tell you, the only thing that I would be able to provide you with is if the coverage is active or not. I wouldn't be a- able to give you clearance.

Speaker speaker_1: Okay, so it's 90-day on.

Speaker speaker_0: Yes, ma'am. What's the name of the member?

Speaker speaker_1: Uh, Carlton, C-A-R-L-T-O-N.

Speaker speaker_0: Last name?

Speaker speaker_1: Wallace, W-A-L-L-A-C-E.

Speaker speaker_0: You know the last four of the Social?

Speaker speaker_1: 0165.

Speaker speaker_0: Thank you. Can you verify address and date of birth? Hello?

Speaker speaker_1: 755 West 300 North Clearfield, Utah 84015.

Speaker speaker_0: And date of birth?

Speaker speaker_1: 4/27/81.

Speaker speaker_0: Thank you. All right, so it looks like they still, they have active coverage.

Speaker speaker_1: Did it tell you when it started or no?

Speaker speaker_0: 2/10/'25.

Speaker speaker_1: Hmm. And doesn't say anything else, right? It just tells them to tell you who the insurance... You guys are Benefit in the Card, but you guys aren't the actual

insurance; you can just verify it. Is that correct?

Speaker speaker_0: Yes, ma'am. So the, the carrier would be American Public Life and 90 Degree Benefits, depending on what, what services is getting done.

Speaker speaker_1: Okay. So it's a... You said American, what? What was it?

Speaker speaker_0: American Public Life and then 90 Degree Benefits.

Speaker speaker_1: 90...

Speaker speaker_0: 9- 90 Degree Benefits.

Speaker speaker_1: Okay. But it is active, so I'd have to call them for that. It doesn't show the pharmacy through it, does it?

Speaker speaker_0: That I wouldn't find them?

Speaker speaker_1: No chance. You don't know who the phar- pharmacy bene- benefits, is it? Does it show who the pharmacy's to or no?

Speaker speaker_0: Give me one moment while I pull up the benefits guide. I can see.

Speaker speaker_1: Okay.

Speaker speaker_0: You're saying you want to know who the pharmacy goes through?

Speaker speaker_1: Yeah. Yes, please.

Speaker speaker_0: Let's see.

Speaker speaker_1: Y for 90 Degree... Okay.

Speaker speaker_0: So it'd be PharmaVale.

Speaker speaker_1: Oh, PharmaVale. Okay. Do you have PharmaVale's phone number by any chance or no?

Speaker speaker_0: Yes, ma'am, whenever you're ready.

Speaker speaker_1: I'm ready.

Speaker speaker_0: It's 1-800-933-3734.

Speaker speaker_1: Okay. And now is he the only one on there? Carlton, does it show him the only one?

Speaker speaker_0: So he has-

Speaker speaker_1: It says that he's the only policy.

Speaker speaker_0: So it has employee plus child coverage.

Speaker speaker_1: One child that I show is spelled J-A-A-S-I-E-L Wallace.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Second name S-A-M-A-K-110.3. He's on there too, correct? Same start date?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. But the claims wouldn't go to you, they would have to go to, um, either 90 Degrees or American Public, correct?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. Well, we get this. Hey, thank you for taking time to help me today.

Speaker speaker_0: No problem. Do you have their phone-

Speaker speaker_1: Oh, do you have the clear page?

Speaker speaker_0: Do you have both of those? Oh, go ahead.

Speaker speaker_1: Oh, no. Oh, okay, let's see. What is, what is... Let me get back in here. What is American Public Life phone number?

Speaker speaker_0: Are you ready?

Speaker speaker_1: Yeah, I am.

Speaker speaker_0: All right, so it's 1-800-256-8606. And you want to hit option four to speak with a representative.

Speaker speaker_1: Okay. But it could be 90 Degree, right? Or that one?

Speaker speaker_0: Yes, ma'am, but you have-

Speaker speaker_1: Or just American Public Life?

Speaker speaker_0: But you have their phone number as well.

Speaker speaker_1: No, can I have that 90 Degree one?

Speaker speaker_0: So... Yep, whenever you're ready.

Speaker speaker_1: I'm ready.

Speaker speaker_0: It's 1-800-833-4296.

Speaker speaker_1: Okay.

Speaker speaker_0: You want to hit option one to speak with a rep-

Speaker speaker_1: Oh. Option one. Okay, well, great. Thanks for your help today. You have a great day. Take care.

Speaker speaker_0: You too, ma'am. Thank you. Bye.

Speaker speaker_1: Goodbye.