

Transcript: Malcolm

Nash-5003468106940416-6266541887242240

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the ... This is Malcolm, how can I help you? This is Hailey from Bethune Law Firm. How are you? Doing good, how about you? I'm good. I have a employee ID and employee name, and I'm trying to reach our subrogation department to see if I can file a claim for an auto accident. Okay. So this is for health insurance for a staffing company. I think you have the wrong number. Uh, no sir. I need to set up a claim with the health insurance to see if they paid anything. Okay. So we, we don't do anything with claims here. You want to reach out to the carrier directly. Do you have the ID card of the member? I do, but I don't know what number to call. Does it say American Public Life or 90 Degree Benefits? 90 Degree. All right. I can give you their phone number whenever you're ready. Okay. It's 1-800- Mm-hmm. ... 833- Mm-hmm. ... 4296. You want to hit option one- All right. Thank you- You want to hit option one to speak with a representative. All right. Thank you so much. No problem. You have a great day. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits in the ... This is Malcolm, how can I help you?

Speaker speaker_2: This is Hailey from Bethune Law Firm. How are you?

Speaker speaker_1: Doing good, how about you?

Speaker speaker_2: I'm good. I have a employee ID and employee name, and I'm trying to reach our subrogation department to see if I can file a claim for an auto accident.

Speaker speaker_1: Okay. So this is for health insurance for a staffing company. I think you have the wrong number.

Speaker speaker_2: Uh, no sir. I need to set up a claim with the health insurance to see if they paid anything.

Speaker speaker_1: Okay. So we, we don't do anything with claims here. You want to reach out to the carrier directly. Do you have the ID card of the member?

Speaker speaker_2: I do, but I don't know what number to call.

Speaker speaker_1: Does it say American Public Life or 90 Degree Benefits?

Speaker speaker_2: 90 Degree.

Speaker speaker_1: All right. I can give you their phone number whenever you're ready.

Speaker speaker_2: Okay.

Speaker speaker_1: It's 1-800- Mm-hmm. ... 833- Mm-hmm. ... 4296. You want to hit option one-

Speaker speaker_2: All right. Thank you-

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

Speaker speaker_2: All right. Thank you so much.

Speaker speaker_1: No problem. You have a great day.

Speaker speaker_2: You too.