

Transcript: Malcolm

Nash-5015813146198016-5687392461045760

Full Transcript

Thanks for calling Benefits In a Card. This is Malcolm, how can I help you? Hi, Malcolm. My name is Lydia . I'm calling for Natalia Matthews. Yeah. How can I help you? Um, I got a statement stating that the patient owed the full amount of the claim, that it was her responsibility. But then on the back, it says she, you're awaiting information to confirm eligibility from Benefits In a Card, and then it said upon receiving this information to call this number. Are you the provider? Yes. Okay ■ I'm sorry. You're cutting out. Okay ■ I can't hear you. Hello? Hello? Yes, ma'am. Are you ■

Conversation Format

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

Speaker speaker_1: Hi, Malcolm. My name is Lydia . I'm calling for Natalia Matthews.

Speaker speaker_0: Yeah. How can I help you?

Speaker speaker_1: Um, I got a statement stating that the patient owed the full amount of the claim, that it was her responsibility. But then on the back, it says she, you're awaiting information to confirm eligibility from Benefits In a Card, and then it said upon receiving this information to call this number.

Speaker speaker_0: Are you the provider?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay ■

Speaker speaker_1: I'm sorry. You're cutting out.

Speaker speaker_0: Okay ■

Speaker speaker_1: I can't hear you. Hello? Hello?

Speaker speaker_0: Yes, ma'am. Are you ■