

## **Transcript: Malcolm**

**Nash-5186721978695680-5409006887026688**

### **Full Transcript**

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hi, Malcolm. My name is Christina, calling from a provider's office, and I'm calling in regards to an EOB I received that says... That there's a claim? That... It is, a dental claim. Okay. So you would want to reach out to American Public Life. They're the actual carrier. We don't do anything with claims here. Oh, because this is the number to call. I can give you the right phone number to call whenever you're ready. Okay. I'm ready. It's 1-800-256-8606. And you want to hit option four to speak with a representative. Excellent. Thank you so much. No problem. You have a great rest of your week. You too. Bye-bye. You too. Bye.

### **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 is Christina, calling from a provider's office, and I'm calling in regards to an EOB I received that says...

Speaker speaker\_0: That there's a claim?

Speaker speaker\_1: That... It is, a dental claim.

Speaker speaker\_0: Okay. So you would want to reach out to American Public Life. They're the actual carrier. We don't do anything with claims here.

Speaker speaker\_1: Oh, because this is the number to call.

Speaker speaker\_0: I can give you the right phone number to call whenever you're ready.

Speaker speaker\_1: Okay. I'm ready.

Speaker speaker\_0: It's 1-800-256-8606. And you want to hit option four to speak with a representative.

Speaker speaker\_1: Excellent. Thank you so much.

Speaker speaker\_0: No problem. You have a great rest of your week.

Speaker speaker\_1: You too. Bye-bye.

Speaker speaker\_0: You too. Bye.