

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits and a Card. This is Malcolm. How can I help you? Hi, Malcolm. It's Lynn from Brewer Dental Studio. How are you? I'm doing good. How about you? Good, good. Hey, can you help me with a claim here for patient Jose Rivera? It says that th- they are waiting for Benefits and a Card. Um, so we do not accept credit card payments on claims, and we have opted out of these. So I don't know why they would be saying this. Can you help me with this claim? So unfortunately, we don't do anything with claims here. And when it says they're waiting on BIC, that basically just means that the claim is still being processed. I can, uh, point you in the direct direction though. What does the ID card say for the member? Does it say 90 Degree Benefits or American Public Life? American Public Life on the EOB. Okay. So I can give you the- their phone number whenever you're ready. I have it on the front of the EOB, but like I said, I don't know why they would say this because like I said, we don't do, um, the credit card payments for claims. So I will give them a call directly then. Thank you, Malcolm. Is it the 1-800-256-8606 number? Yes, sir. Okay. You want to hit option four to speak with a representative. Okay, wonderful. Thank you. Have a good day. No problem, ma'am. You too. Uh-huh. Hmm, bye-bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits and a Card. This is Malcolm. How can I help you?

Speaker speaker_1: Hi, Malcolm. It's Lynn from Brewer Dental Studio. How are you?

Speaker speaker_0: I'm doing good. How about you?

Speaker speaker_1: Good, good. Hey, can you help me with a claim here for patient Jose Rivera? It says that th- they are waiting for Benefits and a Card. Um, so we do not accept credit card payments on claims, and we have opted out of these. So I don't know why they would be saying this. Can you help me with this claim?

Speaker speaker_0: So unfortunately, we don't do anything with claims here. And when it says they're waiting on BIC, that basically just means that the claim is still being processed. I can, uh, point you in the direct direction though. What does the ID card say for the member? Does it say 90 Degree Benefits or American Public Life?

Speaker speaker_1: American Public Life on the EOB.

Speaker speaker_0: Okay. So I can give you the- their phone number whenever you're ready.

Speaker speaker_1: I have it on the front of the EOB, but like I said, I don't know why they would say this because like I said, we don't do, um, the credit card payments for claims. So I will give them a call directly then. Thank you, Malcolm.

Speaker speaker_0: Is it the 1-800-256-8606 number?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. You want to hit option four to speak with a representative.

Speaker speaker_1: Okay, wonderful. Thank you. Have a good day.

Speaker speaker_0: No problem, ma'am. You too.

Speaker speaker_1: Uh-huh. Hmm, bye-bye.