

Transcript: Malcolm

Nash-5525043221413888-6252837643534336

Full Transcript

This... Um, this is... Sorry. This is Malcolm. How can I help you? Um, hi. My name is Jenny, and I'm calling from the St. Luke's Physician Group, and I just need to get the status of a claim. So we don't deal with claims here. You wanna reach out to the carrier directly. Do you have a ID card for the member? Uh, I'm not sure. Let me see. Is this the American Public Life or 90 Degree Benefits? Uh, I'll let you know in a minute. I think it was, um... You know, the American, uh- American Public Life card? Yeah, American Heritage. Does that sound right? American Retirement. So it would be American... It's either American Public... So what is this for? Dental, medical? Medical. Medical. All right. So yeah, it'll either be 90 Degree Benefits or it'll be American Public Life. Oh, okay. Um, I have a copy of the card. I'll review that. Thank you.

Conversation Format

Speaker speaker_0: This... Um, this is... Sorry. This is Malcolm. How can I help you?

Speaker speaker_1: Um, hi. My name is Jenny, and I'm calling from the St. Luke's Physician Group, and I just need to get the status of a claim.

Speaker speaker_0: So we don't deal with claims here. You wanna reach out to the carrier directly. Do you have a ID card for the member?

Speaker speaker_1: Uh, I'm not sure. Let me see.

Speaker speaker_0: Is this the American Public Life or 90 Degree Benefits?

Speaker speaker_1: Uh, I'll let you know in a minute. I think it was, um... You know, the American, uh-

Speaker speaker_0: American Public Life card?

Speaker speaker_1: Yeah, American Heritage. Does that sound right? American Retirement.

Speaker speaker_0: So it would be American... It's either American Public... So what is this for? Dental, medical?

Speaker speaker_1: Medical. Medical.

Speaker speaker_0: All right. So yeah, it'll either be 90 Degree Benefits or it'll be American Public Life.

Speaker speaker_1: Oh, okay. Um, I have a copy of the card. I'll review that. Thank you.