

## **Transcript: Malcolm**

**Nash-5669112527667200-6604029130391552**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Yes, I'd like to inquire about a patient's EOB, please, for a visit with us. Please say that... You need to inquire about a EAV? What is that exactly? No, no, no. An E-O-B. Um, a claim for a patient. Okay. So we don't do anything with claims here. You want to reach out to the carrier directly. Do you have the ID card for the member? Um, I do. So does it say American up- And the policy number. No, ma'am. Does it say American pub- It does. Okay. So that'd be your... That'd be the carrier. I can give you their phone number whenever you're ready. Well, now, let me ask you something. This that I have has, um, has a check date, has a check number, policy number, but it, it doesn't tell me any more information other than it says, "We are awaiting information to confirm eligibility from Benefits in a Card." So that just means they're still being processed. The claim's still being processed. But if you wanted information or an update, you would have to reach out to the carrier directly because we wouldn't know anything of... We wouldn't be able to get you any updates about a claim. Okay. All right. I will call them then. Do you have their phone number? I do. Thank you. Is it 1-800-256-8606? Yep. That's what I have. All right. So you want to hit option four to speak with a representative. Okay, great. Thank you so much. It's no problem. Thanks for calling Benefits in a Card. Hope you have a great rest of your day. You too. Bye-bye. Thank you. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker\_2: Yes, I'd like to inquire about a patient's EOB, please, for a visit with us.

Speaker speaker\_1: Please say that... You need to inquire about a EAV? What is that exactly?

Speaker speaker\_2: No, no, no. An E-O-B. Um, a claim for a patient.

Speaker speaker\_1: Okay. So we don't do anything with claims here. You want to reach out to the carrier directly. Do you have the ID card for the member?

Speaker speaker\_2: Um, I do.

Speaker speaker\_1: So does it say American up-

Speaker speaker\_2: And the policy number.

Speaker speaker\_1: No, ma'am. Does it say American pub-

Speaker speaker\_2: It does.

Speaker speaker\_1: Okay. So that'd be your... That'd be the carrier. I can give you their phone number whenever you're ready.

Speaker speaker\_2: Well, now, let me ask you something. This that I have has, um, has a check date, has a check number, policy number, but it, it doesn't tell me any more information other than it says, "We are awaiting information to confirm eligibility from Benefits in a Card."

Speaker speaker\_1: So that just means they're still being processed. The claim's still being processed. But if you wanted information or an update, you would have to reach out to the carrier directly because we wouldn't know anything of... We wouldn't be able to get you any updates about a claim.

Speaker speaker\_2: Okay. All right. I will call them then.

Speaker speaker\_1: Do you have their phone number?

Speaker speaker\_2: I do. Thank you.

Speaker speaker\_1: Is it 1-800-256-8606?

Speaker speaker\_2: Yep. That's what I have.

Speaker speaker\_1: All right. So you want to hit option four to speak with a representative.

Speaker speaker\_2: Okay, great. Thank you so much.

Speaker speaker\_1: It's no problem. Thanks for calling Benefits in a Card. Hope you have a great rest of your day.

Speaker speaker\_2: You too. Bye-bye.

Speaker speaker\_1: Thank you. Bye.