

Transcript: Malcolm

Nash-5801392790487040-6101099567824896

Full Transcript

This is 90 Degree Benefits and the card. This is Malcolm, how can I help you? Hi. My name is Christie calling from facility. I'd like to check patient's eligibility and benefits for office visits. So that's something you'll have to reach out to the carrier directly about. I wouldn't be able to authorize any office visits. May I get a direct line? Uh, may I get the direct contact number for them? So what does the ID card say? Does it say 90 Degree Benefits or American Public Life? Yeah. Okay. Is there any possibility to answer the call? So I was asking which... Does the ID card say 90 Degree Benefits or does it say American Public Life on it? It's 90 Degree Benefits. I can give you their phone number whenever you're ready and then I can transfer you afterwards. Yeah, please go ahead. Okay. So the phone number is 1-800-833-4296. You want to hit option one to speak with a representative. Yeah. Thank you so much for your assistance. No problem. A- now I'll transfer you over. Yeah. Thank you. No problem. You have a great rest of your day.

Conversation Format

Speaker speaker_0: This is 90 Degree Benefits and the card. This is Malcolm, how can I help you?

Speaker speaker_1: Hi. My name is Christie calling from facility. I'd like to check patient's eligibility and benefits for office visits.

Speaker speaker_0: So that's something you'll have to reach out to the carrier directly about. I wouldn't be able to authorize any office visits.

Speaker speaker_1: May I get a direct line? Uh, may I get the direct contact number for them?

Speaker speaker_0: So what does the ID card say? Does it say 90 Degree Benefits or American Public Life?

Speaker speaker_1: Yeah. Okay. Is there any possibility to answer the call?

Speaker speaker_0: So I was asking which... Does the ID card say 90 Degree Benefits or does it say American Public Life on it?

Speaker speaker_1: It's 90 Degree Benefits.

Speaker speaker_0: I can give you their phone number whenever you're ready and then I can transfer you afterwards.

Speaker speaker_1: Yeah, please go ahead.

Speaker speaker_0: Okay. So the phone number is 1-800-833-4296. You want to hit option one to speak with a representative.

Speaker speaker_1: Yeah. Thank you so much for your assistance.

Speaker speaker_0: No problem. A- now I'll transfer you over.

Speaker speaker_1: Yeah. Thank you.

Speaker speaker_0: No problem. You have a great rest of your day.