

## Transcript: Malcolm

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### Full Transcript

This is 96 and a Card. This is Malcolm. How can I help you? Hi. Yes. Uh, my name is Pamela Turner. I was calling because, um, I got... Somebody sent me, like, the electronic version that I requested for my card yesterday. Mm-hmm. And, uh, and when I called to, like, verify, like, the information, um, with the insurance company, they said that they didn't have my information on file. So I'm not sure if, like, the wrong information was sent to me or if it's supposed to be, like, a different insurance company that I'm supposed to call. What staff you work for? That I'm under... I work for ATC Healthcare. So last four of your social? 7692. Did you say 7692? Yep, 7692. First name? Pamela Turner. That's P-A-M-E-L-A. Last name is Turner, T-U-R-N-E-R. For security purposes, can you verify your address and date of birth for me? Yep. Date of birth is 7/22/1988. And address is 6451 Oxford Avenue, Apartment D as in dog, 119 Philadelphia, PA 19111. Thank you. All right. Well, so we got to get phone number 443-783-8856? Yeah. Correct. We... We'll get email as peturner06 at gmail.com? Yes. Thank you. All right. So what's, what's, uh, carrier did you call? A 90-degree benefits? Um, American Public Life? Um, well, yeah, they told me... Yeah. They told me to call. Um, they said that my medical was under 90-degree benefit. And my provider called it, but they said that, um, they didn't have the information that I gave them on file. So you might have... So did you give them your American Public Life card or your MEC card? Because there's two different medical cards. One's for preventative care and one's for doctors, hospitals and prescriptions. Oh. The one that says MEC is the preventative care card. Uh-huh. The one that says American Public Life is your doctor's, hospitals and prescriptions card. Oh, okay. So I need to give them the APL-1 then, I guess. So you said the preventative is the MEC? That's the 90-degree. Yes, ma'am. And... That's the 90 degree. Okay. And then the other one, the APL, is for, like, that I send to my doctors. Yes, ma'am. Like, the providers. Oh, okay. Is... And is there a separate card for- Uh, we normally go by ID cards. Yeah. Is there a separate one for behavioral health? Because I need one for that, if there is one. There's no ID card for that one. A separate one. You should have got an email for activation of that account. Uh-huh. Okay. So if it was for behavioral health, I need to send them the APL card, not the MEC one? So behavior health doesn't have an ID card. That's one you would have to- Oh, it doesn't. No, ma'am. So that one is... It's like an online, you log in kind of, kind of thing. You should have received an email to get, to activate that account. Oh, okay. No, not with the behavioral health one. I, I didn't receive that. I just asked them yesterday if they could send me, like, the electronic one because I was trying to get the, both the cards out, like, as soon as I could or whatever, to my provider. But I don't... As far as my behavioral health one, as far as, um, the online account, I'm not familiar what you're talking about, as far as the online account with that. Okay. You mind if I put you on a brief hold? Yeah. That's fine. Thank you. Are you, are you there, Ms. Turner? Yeah, I'm here. So I got a phone number I can give you to get in contact with them

directly. With them... Oh, okay. Okay. Give me one second. Mm-hmm. Uh, okay. What is it? So it's 888- You said A-A-A? Yes, ma'am. 507- All right. 507- 0435. 0435. All right. And then you said... And that's the number for, like, the behavioral health people that I need to call? Mm-hmm. Yes, ma'am. Okay. And then I have another question. So you said I... For my doctor's ones, I have to go for the APL. There was two cards that were sent for the APL. Does it matter which one that I send them? So one is dental and one is for medical. Oh, one is dental and medical. Okay. And it actually says it on there? Yes, ma'am. It should, it should be identifying that. It says MNA. Yes, that's MNA. Okay. That should be it. Okay. All right. Thank you. I appreciate it. No problem, Ms. Turner. Was there anything else I could help you with today? No. No, that's all. Thank you. No problem with that. I'm going to go ahead and send you, uh, the benefits guide as well with the email, just so- Okay. ... you can have all the information available and where to locate Okay. Thank you. I appreciate it. No problem. If there's nothing else, Ms. Pamela, thanks for calling Benefits on the Card. I hope you have a great weekend. Thank you. You as well. Thank you. Bye.

## Conversation Format

Speaker speaker\_0: This is 96 and a Card. This is Malcolm. How can I help you?

Speaker speaker\_1: Hi. Yes. Uh, my name is Pamela Turner. I was calling because, um, I got... Somebody sent me, like, the electronic version that I requested for my card yesterday.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: And, uh, and when I called to, like, verify, like, the information, um, with the insurance company, they said that they didn't have my information on file. So I'm not sure if, like, the wrong information was sent to me or if it's supposed to be, like, a different insurance company that I'm supposed to call.

Speaker speaker\_0: What staff you work for?

Speaker speaker\_1: That I'm under... I work for ATC Healthcare.

Speaker speaker\_0: So last four of your social?

Speaker speaker\_1: 7692.

Speaker speaker\_0: Did you say 7692?

Speaker speaker\_1: Yep, 7692.

Speaker speaker\_0: First name?

Speaker speaker\_1: Pamela Turner. That's P-A-M-E-L-A. Last name is Turner, T-U-R-N-E-R.

Speaker speaker\_0: For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: Yep. Date of birth is 7/22/1988. And address is 6451 Oxford Avenue, Apartment D as in dog, 119 Philadelphia, PA 19111.

Speaker speaker\_0: Thank you. All right. Well, so we got to get phone number 443-783-8856?

Speaker speaker\_1: Yeah. Correct.

Speaker speaker\_0: We... We'll get email as peturner06 at gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Thank you. All right. So what's, what's, uh, carrier did you call? A 90-degree benefits? Um, American Public Life?

Speaker speaker\_1: Um, well, yeah, they told me... Yeah. They told me to call. Um, they said that my medical was under 90-degree benefit. And my provider called it, but they said that, um, they didn't have the information that I gave them on file.

Speaker speaker\_0: So you might have... So did you give them your American Public Life card or your MEC card? Because there's two different medical cards. One's for preventative care and one's for doctors, hospitals and prescriptions.

Speaker speaker\_1: Oh.

Speaker speaker\_0: The one that says MEC is the preventative care card.

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: The one that says American Public Life is your doctor's, hospitals and prescriptions card.

Speaker speaker\_1: Oh, okay. So I need to give them the APL-1 then, I guess. So you said the preventative is the MEC?

Speaker speaker\_0: That's the 90-degree. Yes, ma'am.

Speaker speaker\_1: And... That's the 90 degree. Okay. And then the other one, the APL, is for, like, that I send to my doctors.

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Like, the providers. Oh, okay. Is... And is there a separate card for-

Speaker speaker\_0: Uh, we normally go by ID cards.

Speaker speaker\_1: Yeah. Is there a separate one for behavioral health? Because I need one for that, if there is one.

Speaker speaker\_0: There's no ID card for that one.

Speaker speaker\_1: A separate one.

Speaker speaker\_0: You should have got an email for activation of that account.

Speaker speaker\_1: Uh-huh. Okay. So if it was for behavioral health, I need to send them the APL card, not the MEC one?

Speaker speaker\_0: So behavior health doesn't have an ID card. That's one you would have to-

Speaker speaker\_1: Oh, it doesn't.

Speaker speaker\_0: No, ma'am. So that one is... It's like an online, you log in kind of, kind of thing. You should have received an email to get, to activate that account.

Speaker speaker\_1: Oh, okay. No, not with the behavioral health one. I, I didn't receive that. I just asked them yesterday if they could send me, like, the electronic one because I was trying to get the, both the cards out, like, as soon as I could or whatever, to my provider. But I don't... As far as my behavioral health one, as far as, um, the online account, I'm not familiar what you're talking about, as far as the online account with that.

Speaker speaker\_0: Okay. You mind if I put you on a brief hold?

Speaker speaker\_1: Yeah. That's fine.

Speaker speaker\_0: Thank you. Are you, are you there, Ms. Turner?

Speaker speaker\_1: Yeah, I'm here.

Speaker speaker\_0: So I got a phone number I can give you to get in contact with them directly.

Speaker speaker\_1: With them... Oh, okay. Okay. Give me one second.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Uh, okay. What is it?

Speaker speaker\_0: So it's 888-

Speaker speaker\_1: You said A-A-A?

Speaker speaker\_0: Yes, ma'am. 507-

Speaker speaker\_1: All right. 507-

Speaker speaker\_0: 0435.

Speaker speaker\_1: 0435. All right. And then you said... And that's the number for, like, the behavioral health people that I need to call?

Speaker speaker\_0: Mm-hmm. Yes, ma'am.

Speaker speaker\_1: Okay. And then I have another question. So you said I... For my doctor's ones, I have to go for the APL. There was two cards that were sent for the APL. Does it matter which one that I send them?

Speaker speaker\_0: So one is dental and one is for medical.

Speaker speaker\_1: Oh, one is dental and medical. Okay. And it actually says it on there?

Speaker speaker\_0: Yes, ma'am. It should, it should be identifying that.

Speaker speaker\_1: It says MNA.

Speaker speaker\_0: Yes, that's MNA.

Speaker speaker\_1: Okay.

Speaker speaker\_0: That should be it.

Speaker speaker\_1: Okay. All right. Thank you. I appreciate it.

Speaker speaker\_0: No problem, Ms. Turner. Was there anything else I could help you with today?

Speaker speaker\_1: No. No, that's all. Thank you.

Speaker speaker\_0: No problem with that. I'm going to go ahead and send you, uh, the benefits guide as well with the email, just so-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... you can have all the information available and where to locate

Speaker speaker\_1: Okay. Thank you. I appreciate it.

Speaker speaker\_0: No problem. If there's nothing else, Ms. Pamela, thanks for calling Benefits on the Card. I hope you have a great weekend.

Speaker speaker\_1: Thank you. You as well.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Bye.