

Transcript: Malcolm

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Full Transcript

Bank of California benefits in a card. This is Malcolm, how can I help you? Hi, you're speaking to David, I'm calling from provider's office, checking on the claims status. The claim status? Yes. All right, so you want to reach out to the carrier directly? Do you have an ID card for the member? Yes, I do. And what does it say, American Public Life or 90 Degree Benefits? Uh, let's see. Say that again, sir. Yeah, let me check that with my... Pulling up the ID card. So does the ID card say 90 Degree Benefits or American Public Life? Uh, it's American Public Life. All right, so I can give you their phone number whenever you're ready. Mm-hmm. So that's 1-800-256-8606.

Conversation Format

Speaker speaker_0: Bank of California benefits in a card. This is Malcolm, how can I help you?

Speaker speaker_1: Hi, you're speaking to David, I'm calling from provider's office, checking on the claims status.

Speaker speaker_0: The claim status?

Speaker speaker_1: Yes.

Speaker speaker_0: All right, so you want to reach out to the carrier directly? Do you have an ID card for the member?

Speaker speaker_1: Yes, I do.

Speaker speaker_0: And what does it say, American Public Life or 90 Degree Benefits?

Speaker speaker_1: Uh, let's see.

Speaker speaker_0: Say that again, sir.

Speaker speaker_1: Yeah, let me check that with my... Pulling up the ID card.

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

Speaker speaker_1: Uh, it's American Public Life.

Speaker speaker_0: All right, so I can give you their phone number whenever you're ready.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So that's 1-800-256-8606.