

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Good afternoon, Malcolm. How are you? Doing good. How about you? I'm great. My name is Mario. I'm calling from Piedmont Urgent Care by Wells Street, and I'm calling to check on my claims status. You're gonna want to reach out to the carrier directly. We don't do anything with claims here. Um, this is the information that I have of the p- So, so who's the carrier that does y'all's claims? I'm sorry, is the, does the ID card say American Public Life or does it say 90 Degree Benefits? Uh, it says 90 Degrees Benefits. So they would be the carrier. I can give you their phone number whenever you're ready. What is it? It's 1-800- Uh-huh. ... 833-4296. Thank you. And you want to hit option one, you want to hit option one to speak with a representative. Okay, thank you. No problem. You have a great day, man. Thanks for calling Benefits in the Card. Thank you.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_1: Good afternoon, Malcolm. How are you?

Speaker speaker_0: Doing good. How about you?

Speaker speaker_1: I'm great. My name is Mario. I'm calling from Piedmont Urgent Care by Wells Street, and I'm calling to check on my claims status.

Speaker speaker_0: You're gonna want to reach out to the carrier directly. We don't do anything with claims here.

Speaker speaker_1: Um, this is the information that I have of the p- So, so who's the carrier that does y'all's claims?

Speaker speaker_0: I'm sorry, is the, does the ID card say American Public Life or does it say 90 Degree Benefits?

Speaker speaker_1: Uh, it says 90 Degrees Benefits.

Speaker speaker_0: So they would be the carrier. I can give you their phone number whenever you're ready.

Speaker speaker_1: What is it?

Speaker speaker_0: It's 1-800-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... 833-4296.

Speaker speaker_1: Thank you.

Speaker speaker_0: And you want to hit option one, you want to hit option one to speak with a representative.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: No problem. You have a great day, man. Thanks for calling Benefits in the Card.

Speaker speaker_1: Thank you.