

## **Transcript: Malcolm**

**Nash-6175698781519872-5816346853818368**

### **Full Transcript**

Thanks for calling Benefits for the Cried. This is Malcolm. How can I help you? Hi, good morning. Um, this is Jack from provider office and I am looking for the general claims pictures. So you, you want to go to reach out to the... directly? We don't do anything on claims here. Do you have an ID card for the member? Uh, are you not sure give them informations about the claims? Do you have an ID card for the member, sir? We don't do anything on claims here. Okay. Does the ID card say 90 Degree Benefits or American Public Life? Um, Medical. You said American? Mm, Medicare... No, it's Medical. What does the ID card say, sir? Does it say 90 Degree Benefits or American Public Life? Mm.

### **Conversation Format**

Speaker speaker\_0: Thanks for calling Benefits for the Cried. This is Malcolm. How can I help you?

Speaker speaker\_1: Hi, good morning. Um, this is Jack from provider office and I am looking for the general claims pictures.

Speaker speaker\_0: So you, you want to go to reach out to the... directly? We don't do anything on claims here. Do you have an ID card for the member?

Speaker speaker\_1: Uh, are you not sure give them informations about the claims?

Speaker speaker\_0: Do you have an ID card for the member, sir? We don't do anything on claims here.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Does the ID card say 90 Degree Benefits or American Public Life?

Speaker speaker\_1: Um, Medical.

Speaker speaker\_0: You said American?

Speaker speaker\_1: Mm, Medicare... No, it's Medical.

Speaker speaker\_0: What does the ID card say, sir? Does it say 90 Degree Benefits or American Public Life?

Speaker speaker\_1: Mm.