

## **Transcript: Malcolm**

**Nash-6202544860872704-5086293195407360**

### **Full Transcript**

Thanks for calling Benefits in a Card. This is Malcolm, how can I help you? Hi, my name is Tara. I'm calling with Franciscan Health. I'm just calling with a question on a claim, please. So, we don't do it and we wouldn't be able to answer any questions about claims. That's just something you would want to reach out to the carrier directly about. I know, but on this EOB it says, "We are awaiting information to confirm eligibility from Benefits in a Card. Upon receipt they will begin processing. If you have any questions, please call Benefits in a Card." Yeah, so that just means they're still being investigated- Okay, so- ... because the, the claim is. ... they're, they're waiting for information from you to confirm the patient was eligible? Is that... I just want to understand this correctly. Like, did you guys request information- I wouldn't- ... from the patient or how does that work? So, I wouldn't be able to- Not an answer, then. Okay. ... answer that question 'cause again, we're not... We don't do care. We're just the plan administrator. All we do is get them enrolled or unenrolled from the coverage. What is the... Do you have an ID covering the member? Um, yeah, I do. Does it say American Public Life or 90 Degree Benefits? It says, um, Medical Plus 90 Degree benefits. Uh, IMA Incorporated. Americanpublic.com. Wait, APL, here's the front of it, I'm sorry. American Public Life. Okay. Okay, so yeah, they'll be able to help you with the, with the claim. Do you have their phone number? I do have their phone number on here. So what is it... Can I ask you, I know maybe you, you won't even know. What is it that they're waiting on from you? I couldn't tell you to be honest. Okay. 'Cause again, we don't do anything with claims here. Okay, 'cause it just says you're waiting... They're waiting on information to confirm eligibility for Benefits- Have you spoken with the carrier directly? Okay. Nope, I'll give them a call and see what exactly it is. I just called this phone number 'cause that's what it said on here. So yeah, go ahead. But anyways, thank you for help. The number you want to... Oh, go ahead. So, the number you want to call is the 1-800-256-8606. You want to hit option four to speak with a representative. Um, 800-256-8606, option four? Yes, ma'am. All right, thank you so much for your help, Malcolm. Hey, have a great day. You too. Thank you. Uh-huh. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thanks for calling Benefits in a Card. This is Malcolm, how can I help you?

Speaker speaker\_1: Hi, my name is Tara. I'm calling with Franciscan Health. I'm just calling with a question on a claim, please.

Speaker speaker\_0: So, we don't do it and we wouldn't be able to answer any questions about claims. That's just something you would want to reach out to the carrier directly about.

Speaker speaker\_1: I know, but on this EOB it says, "We are awaiting information to confirm eligibility from Benefits in a Card. Upon receipt they will begin processing. If you have any questions, please call Benefits in a Card."

Speaker speaker\_0: Yeah, so that just means they're still being investigated-

Speaker speaker\_1: Okay, so-

Speaker speaker\_0: ... because the, the claim is.

Speaker speaker\_1: ... they're, they're waiting for information from you to confirm the patient was eligible? Is that... I just want to understand this correctly. Like, did you guys request information-

Speaker speaker\_0: I wouldn't-

Speaker speaker\_1: ... from the patient or how does that work?

Speaker speaker\_0: So, I wouldn't be able to-

Speaker speaker\_1: Not an answer, then. Okay.

Speaker speaker\_0: ... answer that question 'cause again, we're not... We don't do care. We're just the plan administrator. All we do is get them enrolled or unenrolled from the coverage. What is the... Do you have an ID covering the member?

Speaker speaker\_1: Um, yeah, I do.

Speaker speaker\_0: Does it say American Public Life or 90 Degree Benefits?

Speaker speaker\_1: It says, um, Medical Plus 90 Degree benefits. Uh, IMA Incorporated. Americanpublic.com. Wait, APL, here's the front of it, I'm sorry. American Public Life.

Speaker speaker\_0: Okay. Okay, so yeah, they'll be able to help you with the, with the claim. Do you have their phone number?

Speaker speaker\_1: I do have their phone number on here. So what is it... Can I ask you, I know maybe you, you won't even know. What is it that they're waiting on from you?

Speaker speaker\_0: I couldn't tell you to be honest.

Speaker speaker\_1: Okay.

Speaker speaker\_0: 'Cause again, we don't do anything with claims here.

Speaker speaker\_1: Okay, 'cause it just says you're waiting... They're waiting on information to confirm eligibility for Benefits-

Speaker speaker\_0: Have you spoken with the carrier directly?

Speaker speaker\_1: Okay. Nope, I'll give them a call and see what exactly it is. I just called this phone number 'cause that's what it said on here.

Speaker speaker\_0: So yeah, go ahead.

Speaker speaker\_1: But anyways, thank you for help.

Speaker speaker\_0: The number you want to...

Speaker speaker\_1: Oh, go ahead.

Speaker speaker\_0: So, the number you want to call is the 1-800-256-8606. You want to hit option four to speak with a representative.

Speaker speaker\_1: Um, 800-256-8606, option four?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: All right, thank you so much for your help, Malcolm. Hey, have a great day.

Speaker speaker\_0: You too. Thank you.

Speaker speaker\_1: Uh-huh. Bye-bye.