

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hi, Malcolm. My name is Alice, calling for United Health Centers of the San Jacinto and Valley. Please note that this call is being recorded and monitored for quality and training purposes. I am calling to check on a claims status. So you want to reach out to the carrier directly? We don't do anything with claims here. What does the ID card say for 90 Degree Benefits or American Public Life? Um, not the benefits. I'm calling to check on a general claims status. I can help you with the member ID card number, which is A as in alpha, B as in- Ma'am. Ma'am. ... we have- Look, we don't do anything with claims here. Mm-hmm. I need to know what the ID card says for the member that you have. Does the ID card say American Public Life or does it say 90 Degree Benefits? 'Cause then I can direct you to the carrier who can help you with the claim. We can't help you with claims here. Okay. Uh, the ID card says Partners. So does that, that ID card have American Public Life, APL, or 90 Degree Benefits on it? No, it has the name Partners. Partners Personnel. They should have, somewhere on the card it should have a logo that says American Public Life or 90 Degree Benefits. No, I can see the names Partners, SNS Health, PHCS Practices and Answer Only, then Pharmacy Benefit Dimensions. These are the details mentioned in the card. The logo says- All right. What is the name of the member? What is the name of the member? Yes. Uh, member's name, first name is Cesar and the last name is Macias. How do you spell Cesar? Yes. How do you spell it, ma'am? Yes, I, I'll spell the, uh, first name for you, which is C as in Charlie, A as in alpha, E as in echo, S as in sierra, A as in alpha, and R as in romeo. And the last name would be Macias, which is M as in Mike, A as in alpha, C as in Charlie, I as in ice cream, A as in alpha, and S as in sierra. So we don't have anybody showing up under that name. Okay. Uh, can I help you with any other information like the pay- provider ID, patient ID, or the patient's SSN? You can give me the last four of the Social. You can give me the last- Just a moment. The last four... Yes. Mm-hmm. The last four digits would be five, seven, four, eight. Yeah, no one's showing up by that name for us. Can I help you with your member ID? I'm not sure if they were- And date of birth? Okay, Malcolm, how, what are the other details I can help you to check the member? Because I can provide you- So if the- ... the member ID. So if the last four is, they might be under somebody else's name, I'm not sure. But the, the full name didn't pop up in our system and the last four with the Social didn't pop up in our system, either. If you require, I can help you with the full Social Net-, I mean full Social ID. I wouldn't be, I wouldn't be able to look it up with the full Social. That's why I asked for the last four. Um, they might have said they use- I can provide you with the last four- ... somebody else's name. They might, but they're not showing up in our system, ma'am. They might be under somebody else's name or if you help me with the ID card, I can point you in the direction of what carrier to contact. 'Cause it's either gonna be 90 Degree Benefits or it's gonna be American Public Life. Just give me a moment,

Malcolm. Just a moment. Yes, ma'am. Hello? Uh, yes, Malcolm. Could you please check with the name Medicals ACS Family PACT Institutional? Well, say that again. The name is Medicals ACS Family PACT Institutional. I'm not sure what that refers to, ma'am. Okay, fine. Um, could you please help me with the call reference number for our conversation? It would be my name, today's date. Okay. Could you please spell your name for reference? M as in Mike, A as in apple, I as in romeo- Mm-hmm. Mm-hmm. ... C as in Charlie, O as in Oscar- Okay. ... L as in lima- Mm-hmm. ... M as in Mike. Got it. Thank you so much for your assistance, Malcolm. Have a nice day. You too. Thank you.

Conversation Format

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

Speaker speaker_1: Hi, Malcolm. My name is Alice, calling for United Health Centers of the San Jacinto and Valley. Please note that this call is being recorded and monitored for quality and training purposes. I am calling to check on a claims status.

Speaker speaker_0: So you want to reach out to the carrier directly? We don't do anything with claims here. What does the ID card say for 90 Degree Benefits or American Public Life?

Speaker speaker_1: Um, not the benefits. I'm calling to check on a general claims status. I can help you with the member ID card number, which is A as in alpha, B as in-

Speaker speaker_0: Ma'am. Ma'am.

Speaker speaker_1: ... we have-

Speaker speaker_0: Look, we don't do anything with claims here.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: I need to know what the ID card says for the member that you have. Does the ID card say American Public Life or does it say 90 Degree Benefits? 'Cause then I can direct you to the carrier who can help you with the claim. We can't help you with claims here.

Speaker speaker_1: Okay. Uh, the ID card says Partners.

Speaker speaker_0: So does that, that ID card have American Public Life, APL, or 90 Degree Benefits on it?

Speaker speaker_1: No, it has the name Partners.

Speaker speaker_0: Partners Personnel. They should have, somewhere on the card it should have a logo that says American Public Life or 90 Degree Benefits.

Speaker speaker_1: No, I can see the names Partners, SNS Health, PHCS Practices and Answer Only, then Pharmacy Benefit Dimensions. These are the details mentioned in the

card. The logo says-

Speaker speaker_0: All right. What is the name of the member? What is the name of the member?

Speaker speaker_1: Yes. Uh, member's name, first name is Cesar and the last name is Macias.

Speaker speaker_0: How do you spell Cesar?

Speaker speaker_1: Yes.

Speaker speaker_0: How do you spell it, ma'am?

Speaker speaker_1: Yes, I, I'll spell the, uh, first name for you, which is C as in Charlie, A as in alpha, E as in echo, S as in sierra, A as in alpha, and R as in romeo. And the last name would be Macias, which is M as in Mike, A as in alpha, C as in Charlie, I as in ice cream, A as in alpha, and S as in sierra.

Speaker speaker_0: So we don't have anybody showing up under that name.

Speaker speaker_1: Okay. Uh, can I help you with any other information like the pay- provider ID, patient ID, or the patient's SSN?

Speaker speaker_0: You can give me the last four of the Social. You can give me the last-

Speaker speaker_1: Just a moment. The last four... Yes.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: The last four digits would be five, seven, four, eight.

Speaker speaker_0: Yeah, no one's showing up by that name for us.

Speaker speaker_1: Can I help you with your member ID?

Speaker speaker_0: I'm not sure if they were-

Speaker speaker_1: And date of birth? Okay, Malcolm, how, what are the other details I can help you to check the member? Because I can provide you-

Speaker speaker_0: So if the-

Speaker speaker_1: ... the member ID.

Speaker speaker_0: So if the last four is, they might be under somebody else's name, I'm not sure. But the, the full name didn't pop up in our system and the last four with the Social didn't pop up in our system, either.

Speaker speaker_1: If you require, I can help you with the full Social Net-, I mean full Social ID.

Speaker speaker_0: I wouldn't be, I wouldn't be able to look it up with the full Social. That's why I asked for the last four. Um, they might have said they use-

Speaker speaker_1: I can provide you with the last four-

Speaker speaker_0: ... somebody else's name. They might, but they're not showing up in our system, ma'am. They might be under somebody else's name or if you help me with the ID card, I can point you in the direction of what carrier to contact. 'Cause it's either gonna be 90 Degree Benefits or it's gonna be American Public Life.

Speaker speaker_1: Just give me a moment, Malcolm. Just a moment.

Speaker speaker_0: Yes, ma'am. Hello?

Speaker speaker_1: Uh, yes, Malcolm. Could you please check with the name Medicals ACS Family PACT Institutional?

Speaker speaker_0: Well, say that again.

Speaker speaker_1: The name is Medicals ACS Family PACT Institutional.

Speaker speaker_0: I'm not sure what that refers to, ma'am.

Speaker speaker_1: Okay, fine. Um, could you please help me with the call reference number for our conversation?

Speaker speaker_0: It would be my name, today's date.

Speaker speaker_1: Okay. Could you please spell your name for reference?

Speaker speaker_0: M as in Mike, A as in apple, I as in romeo-

Speaker speaker_1: Mm-hmm. Mm-hmm.

Speaker speaker_0: ... C as in Charlie, O as in Oscar-

Speaker speaker_1: Okay.

Speaker speaker_0: ... L as in lima-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... M as in Mike.

Speaker speaker_1: Got it. Thank you so much for your assistance, Malcolm. Have a nice day.

Speaker speaker_0: You too. Thank you.