

## **Transcript: Malcolm**

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### **Full Transcript**

Thanks for calling Benefits Center Card. This is Malcolm. How can I help you? Hi. My name is Katie. I was calling to get eligibility and benefit information. All right. So I wouldn't be able to tell you what they're eligible for. I can tell you if they have active coverage or not. Okay, but you can't give me any benefit information? What do you mean by benefit information? Because we're not the carrier, we're just a plan administrator. All we do is get them enrolled or unenrolled from the coverage. Okay. Uh, thank you very much. Ma'am, I'll still be able to help you. It just depends on what you need, ma'am. I need benefits, and you're not able to provide that. I could tell you what type of coverage they have. Is that what you mean when you say benefits? No, I need to know if it's covered 80%. I need to know if there's a deductible, things like that. Okay, so what does the ID card ha- say that you have for them? I can point you in the right direction. 'Cause the carrier's either 90 Degree Benefits or American Public Life. It's 90 Degree but they said that there's another, um, carrier that does non-preventative services. The 90 Degree Benefits only does preventative services and there's another integrated plan that does non-preventative services. Yeah, that'd be American Public Life. Well, I can give you their phone number whenever you're ready. I'm ready. So it's 1-800-256-8606. You want to hit option four to speak with a representative. Okay, thank you. No problem. You have a great day. You too. M- Bye. Thank you. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Hi. My name is Katie. I was calling to get eligibility and benefit information.

Speaker speaker\_0: All right. So I wouldn't be able to tell you what they're eligible for. I can tell you if they have active coverage or not.

Speaker speaker\_1: Okay, but you can't give me any benefit information?

Speaker speaker\_0: What do you mean by benefit information? Because we're not the carrier, we're just a plan administrator. All we do is get them enrolled or unenrolled from the coverage.

Speaker speaker\_1: Okay. Uh, thank you very much.

Speaker speaker\_0: Ma'am, I'll still be able to help you. It just depends on what you need, ma'am.

Speaker speaker\_1: I need benefits, and you're not able to provide that.

Speaker speaker\_0: I could tell you what type of coverage they have. Is that what you mean when you say benefits?

Speaker speaker\_1: No, I need to know if it's covered 80%. I need to know if there's a deductible, things like that.

Speaker speaker\_0: Okay, so what does the ID card ha- say that you have for them? I can point you in the right direction. 'Cause the carrier's either 90 Degree Benefits or American Public Life.

Speaker speaker\_1: It's 90 Degree but they said that there's another, um, carrier that does non-preventative services. The 90 Degree Benefits only does preventative services and there's another integrated plan that does non-preventative services.

Speaker speaker\_0: Yeah, that'd be American Public Life. Well, I can give you their phone number whenever you're ready.

Speaker speaker\_1: I'm ready.

Speaker speaker\_0: So it's 1-800-256-8606. You want to hit option four to speak with a representative.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: No problem. You have a great day.

Speaker speaker\_1: You too. M- Bye.

Speaker speaker\_0: Thank you. Bye.