

## **Transcript: Malcolm**

**Nash-6399794452152320-5682900724137984**

### **Full Transcript**

This is a common benefits in the card. This is Malcolm, how can I help you? Uh, am I speaking with Malcolm? Malcolm? Yes, sir. Yes, ma'am. How can I help you? Yes, uh, Malcolm, my name is, uh, Alice calling for United Health Centers of the San Jac- Ja- Jaqueline Valley. Please note that this call is being recorded and monitored for quality and training purposes, and I'm calling to check on a claims status. Uh, please let me know if you can... if I can help you with the patient's information or the provider's information. You would reach out to the carrier directly. We don't do anything with claims here. Okay. Could you please help me with the number which, which I need to dial? Does the ID card have a 90 Degree Benefits or American Public Life on it? But I'm... Uh, try to reach American Public Life but they are the, uh, telling me that they are not the right person to give you the status. I, I got your phone number whenever you're ready. Uh, yeah, please provide me the phone number. It's 1-800. Okay. 256- Mm-hmm. 8606. 600... And you want to hit op- The number- You want to hit four, you want to hit option four to speak with a representative. Um, sure, I'll do that. I'll wri- I would like to reconfirm the number. The number is 1-800-256-8606. No, it says 1-800-256-8606. Give just a moment. The number is 1-800-256-8606. Yes, ma'am. And you want to hit option four to speak with a representative. Uh, sure. I, I'll go ahead and dial this number. May I have the call reference number for the conversation? It'd be my name and today's date. All right. Thank you for your assistance, Malcolm. Have a nice day. You too. Thank you.

### **Conversation Format**

Speaker speaker\_0: This is a common benefits in the card. This is Malcolm, how can I help you?

Speaker speaker\_1: Uh, am I speaking with Malcolm? Malcolm?

Speaker speaker\_0: Yes, sir. Yes, ma'am. How can I help you?

Speaker speaker\_1: Yes, uh, Malcolm, my name is, uh, Alice calling for United Health Centers of the San Jac- Ja- Jaqueline Valley. Please note that this call is being recorded and monitored for quality and training purposes, and I'm calling to check on a claims status. Uh, please let me know if you can... if I can help you with the patient's information or the provider's information.

Speaker speaker\_0: You would reach out to the carrier directly. We don't do anything with claims here.

Speaker speaker\_1: Okay. Could you please help me with the number which, which I need to dial?

Speaker speaker\_0: Does the ID card have a 90 Degree Benefits or American Public Life on it?

Speaker speaker\_1: But I'm... Uh, try to reach American Public Life but they are the, uh, telling me that they are not the right person to give you the status.

Speaker speaker\_0: I, I got your phone number whenever you're ready.

Speaker speaker\_1: Uh, yeah, please provide me the phone number.

Speaker speaker\_0: It's 1-800.

Speaker speaker\_1: Okay.

Speaker speaker\_0: 256-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: 8606.

Speaker speaker\_1: 600...

Speaker speaker\_0: And you want to hit op-

Speaker speaker\_1: The number-

Speaker speaker\_0: You want to hit four, you want to hit option four to speak with a representative.

Speaker speaker\_1: Um, sure, I'll do that. I'll wri- I would like to reconfirm the number. The number is 1-800-256-8606.

Speaker speaker\_0: No, it says 1-800-256-8606.

Speaker speaker\_1: Give just a moment. The number is 1-800-256-8606.

Speaker speaker\_0: Yes, ma'am. And you want to hit option four to speak with a representative.

Speaker speaker\_1: Uh, sure. I, I'll go ahead and dial this number. May I have the call reference number for the conversation?

Speaker speaker\_0: It'd be my name and today's date.

Speaker speaker\_1: All right. Thank you for your assistance, Malcolm. Have a nice day.

Speaker speaker\_0: You too. Thank you.