

## **Transcript: Malcolm**

**Nash-6440190639816704-4780778846109696**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hello. This is Ash calling from Macon Regional Medical Centers. Yeah. Can I help you, sir? Mm, I wanted to know if the, like, um, uh, have you received an... Uh, I wanted to confirm which information you wanted to confirm the eligibility of a patient. You say you want to confirm the eligibility of a patient? Yes. Uh, we actually received a correspondence stating awaiting information to confirm eligibility. Upon receiving the information, the process of claim will, processing of claim will continue. So we wanted to confirm which kind of details you would be needing to process the claim. So we don't do anything with claims here. You wanna reach out to the carrier directly. So, what should we do now? So you want to reach out to the carrier? What does the ID card, does it say 90 Degree Benefits or American Public Life? Just a second. Let me pull up that. Would you like the member ID for checking that? No. So I was asking you, does the ID card say American Public Life on there or does it say 90 Degree Benefits? I'm not able to find it, um, if you would like the member ID so that you can check- So I will- ... because it's possible. Yeah, the last four of the Social? Yes. The member ID is, last four digits are- No. ... 7430. No. The last four of their Social. I don't need the member ID. I wouldn't be able to do anything with the member ID. Okay. The last four digits for the Social is 4270. First name? It is Michael. Michael, last name? Rodriguez. Could you verify, for security purposes, can you verify address and date of birth for me? Yes. The date of birth is October 3, 1987. And the address? Patient's address? Mm-hmm. Just a second. Yes. The patient's address is 439 Big Oak Dr.- Thank you. All right. ... North of Augusta. What was the date for the claim? Yes. Just a second. The date for the claim is... it is from, it is October 14th, 2024. So they had, they had active coverage then? And it looks like their c- their carrier, they, it will be American Public Life. You want to reach out to them for the claim status. For actually 90 Degree- Yeah. ... 90 Degree Benefits. I have their phone number. Whenever you're ready. Yes. Just give me the phone number. Are you ready right now? Yes. I'm ready. All right. It's 1-800- Mm-hmm. ... 833- Mm-hmm. ... 4296. You want to hit option one- One sec. ... to speak with a representative. Option one? Yes, sir. Okay. One second. Confirming the number. It is 1-800-833-4296. Is that correct? Yes, sir. Anyway, option one to speak with a representative. Yes. Thank you for that. I hope you have a great day ahead. Hope you do as well. Thank you. Bye-bye. Thank you. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker\_2: Hello. This is Ash calling from Macon Regional Medical Centers.

Speaker speaker\_1: Yeah. Can I help you, sir?

Speaker speaker\_2: Mm, I wanted to know if the, like, um, uh, have you received an... Uh, I wanted to confirm which information you wanted to confirm the eligibility of a patient.

Speaker speaker\_1: You say you want to confirm the eligibility of a patient?

Speaker speaker\_2: Yes. Uh, we actually received a correspondence stating awaiting information to confirm eligibility. Upon receiving the information, the process of claim will, processing of claim will continue. So we wanted to confirm which kind of details you would be needing to process the claim.

Speaker speaker\_1: So we don't do anything with claims here. You wanna reach out to the carrier directly.

Speaker speaker\_2: So, what should we do now?

Speaker speaker\_1: So you want to reach out to the carrier? What does the ID card, does it say 90 Degree Benefits or American Public Life?

Speaker speaker\_2: Just a second. Let me pull up that. Would you like the member ID for checking that?

Speaker speaker\_1: No. So I was asking you, does the ID card say American Public Life on there or does it say 90 Degree Benefits?

Speaker speaker\_2: I'm not able to find it, um, if you would like the member ID so that you can check-

Speaker speaker\_1: So I will-

Speaker speaker\_2: ... because it's possible.

Speaker speaker\_1: Yeah, the last four of the Social?

Speaker speaker\_2: Yes. The member ID is, last four digits are-

Speaker speaker\_1: No.

Speaker speaker\_2: ... 7430.

Speaker speaker\_1: No. The last four of their Social. I don't need the member ID. I wouldn't be able to do anything with the member ID.

Speaker speaker\_2: Okay. The last four digits for the Social is 4270.

Speaker speaker\_1: First name?

Speaker speaker\_2: It is Michael.

Speaker speaker\_1: Michael, last name?

Speaker speaker\_2: Rodriguez.

Speaker speaker\_1: Could you verify, for security purposes, can you verify address and date of birth for me?

Speaker speaker\_2: Yes. The date of birth is October 3, 1987.

Speaker speaker\_1: And the address?

Speaker speaker\_2: Patient's address?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Just a second. Yes. The patient's address is 439 Big Oak Dr.-

Speaker speaker\_1: Thank you. All right.

Speaker speaker\_2: ... North of Augusta.

Speaker speaker\_1: What was the date for the claim?

Speaker speaker\_2: Yes. Just a second. The date for the claim is... it is from, it is October 14th, 2024.

Speaker speaker\_1: So they had, they had active coverage then? And it looks like their c-their carrier, they, it will be American Public Life. You want to reach out to them for the claim status. For actually 90 Degree-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... 90 Degree Benefits. I have their phone number. Whenever you're ready.

Speaker speaker\_2: Yes. Just give me the phone number.

Speaker speaker\_1: Are you ready right now?

Speaker speaker\_2: Yes. I'm ready.

Speaker speaker\_1: All right. It's 1-800-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... 833-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... 4296. You want to hit option one-

Speaker speaker\_2: One sec.

Speaker speaker\_1: ... to speak with a representative.

Speaker speaker\_2: Option one?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Okay. One second. Confirming the number. It is 1-800-833-4296. Is that correct?

Speaker speaker\_1: Yes, sir. Anyway, option one to speak with a representative.

Speaker speaker\_2: Yes. Thank you for that. I hope you have a great day ahead.

Speaker speaker\_1: Hope you do as well. Thank you.

Speaker speaker\_2: Bye-bye.

Speaker speaker\_1: Thank you. Bye.