

## **Transcript: Malcolm**

**Nash-6527759119597568-4524694518677504**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits by Carte. This is Malcolm. How can I help you? How you doing? I just opened a letter that I just got, um, and the number was on the back. But it says, um... Y- you probably need my information to even, um, start. Yeah, I just need some clarification on the letter. And what does the letter say, ma'am? "We are awaiting information to confirm eligibility from Benefits in a Carte. Apologies-" Is this for a claim? "...for your information." Huh? Is this for a claim? Yeah, 'cause I went to the dentist. So- Okay. So that just means they're still investigating the claim. I thought it... Like, so, was that... Would it be like... Is that a bad thing? No, ma'am. It just means they're still investigating the claim. All we... Uh, we're Benefits in a Carte, we're not a plan a- we're just the plan administrator. We're not a carrier, so we don't really do anything with claims here. When they say that, that just means they're still processing the claim. Okay. Well, uh, if it doesn't... Uh, so it's just like their processing it, it's just gonna take time but they're gonna, it's gonna finish up? I mean, I wouldn't- So, we got this- ... be able to tell you 'cause we don't hand- we don't handle claims here, so I wouldn't know how that process go. If you wanted to know more, you can contact the carrier. I can give you the carrier, the phone... I can give you the carrier phone number. Yeah, I would like that. Whenever you ready. All right. Hold on. All right. So- So, the carrier's going to be American Public Life. Their phone number is 1-800-256-8606. And you want to hit option four to speak with a representative. Okay. So I'm seeing 800-256-8606? Yes, ma'am. And you want to hit option four to speak with a representative. Okay. I'll write that down. Okay. All right. Thank you. No problem. Is there anything else I can help you with today? No, that's it. I'm just about to call, see what they're talking about. All right. Then, if there's nothing else, thanks for calling Benefits in a Carte. Hope you have a great holiday. All right. You too. Thank you. Thank you. All right.

### **Conversation Format**

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

Speaker speaker\_1: Thanks for calling Benefits by Carte. This is Malcolm. How can I help you?

Speaker speaker\_2: How you doing? I just opened a letter that I just got, um, and the number was on the back. But it says, um... Y- you probably need my information to even, um, start. Yeah, I just need some clarification on the letter.

Speaker speaker\_1: And what does the letter say, ma'am?

Speaker speaker\_2: "We are awaiting information to confirm eligibility from Benefits in a Carte. Apologies-"

Speaker speaker\_1: Is this for a claim?

Speaker speaker\_2: "...for your information." Huh?

Speaker speaker\_1: Is this for a claim?

Speaker speaker\_2: Yeah, 'cause I went to the dentist. So-

Speaker speaker\_1: Okay. So that just means they're still investigating the claim.

Speaker speaker\_2: I thought it... Like, so, was that... Would it be like... Is that a bad thing?

Speaker speaker\_1: No, ma'am. It just means they're still investigating the claim. All we... Uh, we're Benefits in a Carte, we're not a plan a- we're just the plan administrator. We're not a carrier, so we don't really do anything with claims here. When they say that, that just means they're still processing the claim.

Speaker speaker\_2: Okay. Well, uh, if it doesn't... Uh, so it's just like their processing it, it's just gonna take time but they're gonna, it's gonna finish up?

Speaker speaker\_1: I mean, I wouldn't-

Speaker speaker\_2: So, we got this-

Speaker speaker\_1: ... be able to tell you 'cause we don't hand- we don't handle claims here, so I wouldn't know how that process go. If you wanted to know more, you can contact the carrier. I can give you the carrier, the phone... I can give you the carrier phone number.

Speaker speaker\_2: Yeah, I would like that.

Speaker speaker\_1: Whenever you ready.

Speaker speaker\_2: All right. Hold on. All right. So-

Speaker speaker\_1: So, the carrier's going to be American Public Life. Their phone number is 1-800-256-8606. And you want to hit option four to speak with a representative.

Speaker speaker\_2: Okay. So I'm seeing 800-256-8606?

Speaker speaker\_1: Yes, ma'am. And you want to hit option four to speak with a representative.

Speaker speaker\_2: Okay. I'll write that down. Okay. All right. Thank you.

Speaker speaker\_1: No problem. Is there anything else I can help you with today?

Speaker speaker\_2: No, that's it. I'm just about to call, see what they're talking about.

Speaker speaker\_1: All right. Then, if there's nothing else, thanks for calling Benefits in a Carte. Hope you have a great holiday.

Speaker speaker\_2: All right. You too. Thank you.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: All right.