

Transcript: Malcolm

Nash-6567591888994304-5475667656491008

Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? My name is Ruby. I'm calling from provider's office to know the claim status. You want to reach out to the carrier directly, ma'am. We don't do anything with claims here. Hello? Hello? Okay. Okay. Thank you. I'll call. Do you have the carrier's phone number? Yes. Previously, the representative has provided 800-497-4856. Is it correct? No, ma'am. So that's our phone number and we aren't the carrier. We're just a plan administrator. What does the ID card say? Okay. That's correct. I will dial from that number. Does it say 90 Degree Benefits or American Public Life? Does the ID card say American Public Life or 90 Degree Benefits? See, we have I-M-A-I-N-C. So that's 90 D- I'm calling from 21704 Eagan, Minnesota 55121. Yeah, that's 90 Degree Benefits. I can give you their phone number whenever you're ready. Yes, I'm ready. Go ahead. It's 1-800-833-4296. And you want to hit option one to speak with a representative. 4296, right? Yes, ma'am. You want to hit option one to speak with a representative. Okay. Thank you. No problem. You have a great day.

Conversation Format

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

Speaker speaker_1: My name is Ruby. I'm calling from provider's office to know the claim status.

Speaker speaker_0: You want to reach out to the carrier directly, ma'am. We don't do anything with claims here. Hello? Hello?

Speaker speaker_1: Okay. Okay. Thank you. I'll call.

Speaker speaker_0: Do you have the carrier's phone number?

Speaker speaker_1: Yes. Previously, the representative has provided 800-497-4856. Is it correct?

Speaker speaker_0: No, ma'am. So that's our phone number and we aren't the carrier. We're just a plan administrator. What does the ID card say?

Speaker speaker_1: Okay. That's correct. I will dial from that number.

Speaker speaker_0: Does it say 90 Degree Benefits or American Public Life? Does the ID card say American Public Life or 90 Degree Benefits?

Speaker speaker_1: See, we have I-M-A-I-N-C.

Speaker speaker_0: So that's 90 D-

Speaker speaker_1: I'm calling from 21704 Eagan, Minnesota 55121.

Speaker speaker_0: Yeah, that's 90 Degree Benefits. I can give you their phone number whenever you're ready.

Speaker speaker_1: Yes, I'm ready. Go ahead.

Speaker speaker_0: It's 1-800-833-4296. And you want to hit option one to speak with a representative.

Speaker speaker_1: 4296, right?

Speaker speaker_0: Yes, ma'am. You want to hit option one to speak with a representative.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: No problem. You have a great day.