

## **Transcript: Malcolm**

**Nash-6589431678812160-6018090567254016**

### **Full Transcript**

... benefits and the card. This is Malcolm, how can I help you? My name is Jack. Last name initial A as in alpha, calling from the provider's office to know the patient eligibility and benefits. All right, what's the name of that member? Mitchell Hall. How do you spell that, sir? M like Mary, I like India, C like Charlie, H like hotel, E like echo, L like lima, L like lima, E like echo. Last name Hall. H like hotel, A like alpha, L like lima, L like lima. Can you spell the first name one more time? M like Mary, I like India, C like Charlie, H like hotel- Slow, slow please, sir. ... E like... Can you say it M like Michael? M like Michael, I like India, C like Charlie, H like hotel, E like echo, L like lima, L like lima, E like echo. The last name is Hall. I have that. H like hotel. Do you have the last four, do you have the last four of the social? Yes, the last four of social is 6506. 8506? 6506. Yeah. Did you verify address and date of birth? December 31st, 1974. Address? Address, 7122 Brooks Stone Dr., Houston, Texas 77040. Yeah. Right. So they have active coverage. Okay, active coverage. I need the effective date, plan name, benefits for specialist office visit, and I have some CPT codes, I need benefits for that codes. So the, the carrier will be American Public Life for the medical plan. You hear me, sir? Sir, please give me the effective date. Plan start date, plan name. The effective date? Yes. It's 3/10/25 and the carrier is American Public Life. American Life Carrier? Yes, sir. Okay, I need benefits for a specialist office visit. Do you give that information or should I call to American Life? You would call American Public Life. They are very happy to help you. Give me the phone number. Yeah, whenever you're ready. I will transfer to that. I am ready. So the phone number is 1-800-256-8606. You want to hit option 4. Could you transfer? Option. Option 4, okay. Thank you. You want to transfer? Yes, please do that. Okay. Was there anything else I can help you with today, sir? No, nothing. Thanks for calling Benefits in a Card. Hope you have a great rest of your week, sir.

### **Conversation Format**

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

Speaker speaker\_1: My name is Jack. Last name initial A as in alpha, calling from the provider's office to know the patient eligibility and benefits.

Speaker speaker\_0: All right, what's the name of that member?

Speaker speaker\_1: Mitchell Hall.

Speaker speaker\_0: How do you spell that, sir?

Speaker speaker\_1: M like Mary, I like India, C like Charlie, H like hotel, E like echo, L like lima, L like lima, E like echo. Last name Hall. H like hotel, A like alpha, L like lima, L like lima.

Speaker speaker\_0: Can you spell the first name one more time?

Speaker speaker\_1: M like Mary, I like India, C like Charlie, H like hotel-

Speaker speaker\_0: Slow, slow please, sir.

Speaker speaker\_1: ... E like...

Speaker speaker\_0: Can you say it M like Michael?

Speaker speaker\_1: M like Michael, I like India, C like Charlie, H like hotel, E like echo, L like lima, L like lima, E like echo. The last name is Hall.

Speaker speaker\_0: I have that.

Speaker speaker\_1: H like hotel.

Speaker speaker\_0: Do you have the last four, do you have the last four of the social?

Speaker speaker\_1: Yes, the last four of social is 6506.

Speaker speaker\_0: 8506?

Speaker speaker\_1: 6506.

Speaker speaker\_0: Yeah. Did you verify address and date of birth?

Speaker speaker\_1: December 31st, 1974.

Speaker speaker\_0: Address?

Speaker speaker\_1: Address, 7122 Brooks Stone Dr., Houston, Texas 77040.

Speaker speaker\_0: Yeah. Right. So they have active coverage.

Speaker speaker\_1: Okay, active coverage. I need the effective date, plan name, benefits for specialist office visit, and I have some CPT codes, I need benefits for that codes.

Speaker speaker\_0: So the, the carrier will be American Public Life for the medical plan. You hear me, sir?

Speaker speaker\_1: Sir, please give me the effective date. Plan start date, plan name.

Speaker speaker\_0: The effective date?

Speaker speaker\_1: Yes.

Speaker speaker\_0: It's 3/10/25 and the carrier is American Public Life.

Speaker speaker\_1: American Life Carrier?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Okay, I need benefits for a specialist office visit. Do you give that information or should I call to American Life?

Speaker speaker\_0: You would call American Public Life. They are very happy to help you.

Speaker speaker\_1: Give me the phone number.

Speaker speaker\_0: Yeah, whenever you're ready.

Speaker speaker\_1: I will transfer to that. I am ready.

Speaker speaker\_0: So the phone number is 1-800-256-8606. You want to hit option 4.

Speaker speaker\_1: Could you transfer?

Speaker speaker\_0: Option.

Speaker speaker\_1: Option 4, okay.

Speaker speaker\_0: Thank you. You want to transfer?

Speaker speaker\_1: Yes, please do that.

Speaker speaker\_0: Okay. Was there anything else I can help you with today, sir?

Speaker speaker\_1: No, nothing.

Speaker speaker\_0: Thanks for calling Benefits in a Card. Hope you have a great rest of your week, sir.