

## **Transcript: Malcolm**

**Nash-6609335312138240-4552707670753280**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hey, Malcolm. I'm calling, um, to see if you can help me with benefits for a patient, please. So are you... wanted this verified they have active coverage? I need to get benefits for an ultrasound. What do you mean you need to get benefits? Like verification that he- Like deductible and coinsurance or copay or anything like that that he'll have to pay. So do you have... So we're not the carrier. We're just the plan administrator. Do you have the ID card for the member? I've got the number. I don't have the copy of the card. I can give you the number. So I would need... What's the name of the member? Alvin Clark. Is that A-L-V-I-N? Uh-huh. And then Clark, C-L-A-R-K? Clark, C-L-A-R-K-E. Do you have a last four of the social? No, I do not. I don't have a social number. You have address and date of birth? I've got his date of birth. It's December 1st, 1986. Address is 110 West Poplar Street, Apartment A3, Griffin, Georgia 30224. So that's not the address that we have on file. So you don't have the social, you said? I don't have a social but I've got a policy number. Mm. That would be... That wouldn't work. I would need you to verify the address. Date of birth was correct but it didn't have a, a good address. Well... But I can see- ... why. So is this doctor's, is this medical, dental, vision? Yes, it's medical. He's having an ultrasound done tomorrow and I just need to get any benefits so we'll know what to charge him or not charge him. Okay. Uh, doesn't look like he has active coverage right now. But the carrier- Okay. ... would be American, the carrier would be American Public Life. Do you have their phone number? No, I don't. Hold on just a moment. American Public Life? Yes, ma'am. Okay. What's that number? It's 1-800-256-8606. Okay. Thank you very much. You're welcome. No problem. You're with- And they will be able to... I'm sorry. Go ahead. Oh, that's - They will be able to- Go ahead. Sorry. Right. They will be able to tell me any benefits or if he's even active? Yes, ma'am 'cause they're the actual carrier. Okay. Um- Okay. ... you wanna hit option four to speak with a representative. Okay. Perfect. Thank you so much. No problem. Was there anything else I could help you with today? That'll be all. All right. Thanks for calling Benefits in the Car. I hope you have a great day. Thank you. You too. Bye-bye. See you.

### **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 Car. This is Malcolm. How can I help you?

Speaker speaker\_2: Hey, Malcolm. I'm calling, um, to see if you can help me with benefits for a patient, please.

Speaker speaker\_1: So are you... wanted this verified they have active coverage?

Speaker speaker\_2: I need to get benefits for an ultrasound.

Speaker speaker\_1: What do you mean you need to get benefits? Like verification that he-

Speaker speaker\_2: Like deductible and coinsurance or copay or anything like that that he'll have to pay.

Speaker speaker\_1: So do you have... So we're not the carrier. We're just the plan administrator. Do you have the ID card for the member?

Speaker speaker\_2: I've got the number. I don't have the copy of the card. I can give you the number.

Speaker speaker\_1: So I would need... What's the name of the member?

Speaker speaker\_2: Alvin Clark.

Speaker speaker\_1: Is that A-L-V-I-N?

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: And then Clark, C-L-A-R-K?

Speaker speaker\_2: Clark, C-L-A-R-K-E.

Speaker speaker\_1: Do you have a last four of the social?

Speaker speaker\_2: No, I do not. I don't have a social number.

Speaker speaker\_1: You have address and date of birth?

Speaker speaker\_2: I've got his date of birth. It's December 1st, 1986. Address is 110 West Poplar Street, Apartment A3, Griffin, Georgia 30224.

Speaker speaker\_1: So that's not the address that we have on file. So you don't have the social, you said?

Speaker speaker\_2: I don't have a social but I've got a policy number.

Speaker speaker\_1: Mm. That would be... That wouldn't work. I would need you to verify the address. Date of birth was correct but it didn't have a, a good address.

Speaker speaker\_2: Well...

Speaker speaker\_1: But I can see-

Speaker speaker\_2: ... why.

Speaker speaker\_1: So is this doctor's, is this medical, dental, vision?

Speaker speaker\_2: Yes, it's medical. He's having an ultrasound done tomorrow and I just need to get any benefits so we'll know what to charge him or not charge him.

Speaker speaker\_1: Okay. Uh, doesn't look like he has active coverage right now. But the carrier-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... would be American, the carrier would be American Public Life. Do you have their phone number?

Speaker speaker\_2: No, I don't. Hold on just a moment. American Public Life?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Okay. What's that number?

Speaker speaker\_1: It's 1-800-256-8606.

Speaker speaker\_2: Okay. Thank you very much.

Speaker speaker\_1: You're welcome. No problem. You're with-

Speaker speaker\_2: And they will be able to... I'm sorry.

Speaker speaker\_1: Go ahead. Oh, that's -

Speaker speaker\_2: They will be able to-

Speaker speaker\_1: Go ahead. Sorry.

Speaker speaker\_2: Right. They will be able to tell me any benefits or if he's even active?

Speaker speaker\_1: Yes, ma'am 'cause they're the actual carrier.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... you wanna hit option four to speak with a representative.

Speaker speaker\_2: Okay. Perfect. Thank you so much.

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

Speaker speaker\_2: That'll be all. All right.

Speaker speaker\_1: Thanks for calling Benefits in the Car. I hope you have a great day.

Speaker speaker\_2: Thank you. You too. Bye-bye.

Speaker speaker\_1: See you.