

Transcript: Malcolm

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Full Transcript

Hey, it's the Common Benefits Center card. This is Malcolm. How can I help you? Hi, my name's Michelle. I'm calling from Grace Internal Medicine in Simpsonville, South Carolina. I don't know that I've transferred myself appropriately, but I'm trying to just verify eligibility on a patient. So all I would do... Well, all I'll be able to do is just tell you if they have active coverage. I wouldn't be able to tell you what- Okay. ... is covered, 'cause we're not the carrier. We're just a plan administrator. How do you find out who the carrier is? 'Cause there's, there's MultiPlan on there, but if you call there, they're not the provider. And then on the back, it says, "Call 90 Degree Benefit," but their prompt doesn't give eligibility. E- H- Is there a way to- So did 90- ... determine who the f- 90 Degree to Benefits would be the carrier, if that's what's on the ID card. Okay. So when you call them, these are- Yeah. ... 1-800-833-4296 numbers. Yeah, but there's no option to verify eligibility or benefits. So you wanna hit option one to speak with a representative. Okay. Uh, we'll give that a try then. Thank you for your help. No problem. You have a great day. Thanks. You too. Thank you. Bye. Bye-bye.

Conversation Format

Speaker speaker_0: Hey, it's the Common Benefits Center card. This is Malcolm. How can I help you?

Speaker speaker_1: Hi, my name's Michelle. I'm calling from Grace Internal Medicine in Simpsonville, South Carolina. I don't know that I've transferred myself appropriately, but I'm trying to just verify eligibility on a patient.

Speaker speaker_0: So all I would do... Well, all I'll be able to do is just tell you if they have active coverage. I wouldn't be able to tell you what-

Speaker speaker_1: Okay.

Speaker speaker_0: ... is covered, 'cause we're not the carrier. We're just a plan administrator.

Speaker speaker_1: How do you find out who the carrier is? 'Cause there's, there's MultiPlan on there, but if you call there, they're not the provider. And then on the back, it says, "Call 90 Degree Benefit," but their prompt doesn't give eligibility. E- H- Is there a way to-

Speaker speaker_0: So did 90-

Speaker speaker_1: ... determine who the f-

Speaker speaker_0: 90 Degree to Benefits would be the carrier, if that's what's on the ID card.

Speaker speaker_1: Okay.

Speaker speaker_0: So when you call them, these are-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... 1-800-833-4296 numbers.

Speaker speaker_1: Yeah, but there's no option to verify eligibility or benefits.

Speaker speaker_0: So you wanna hit option one to speak with a representative.

Speaker speaker_1: Okay. Uh, we'll give that a try then. Thank you for your help.

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

Speaker speaker_1: Thanks. You too.

Speaker speaker_0: Thank you. Bye.

Speaker speaker_1: Bye-bye.