

## **Transcript: Francesca**

**Baez-5424190429282304-6065074778882048**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits ... My name is Francesca. How can I assist you today? Um, yes, my insurance is under my husband's name, and I need to find out, like, do y'all cover the gastric bypass surgeries and stuff like that? Okay. What staffing company does your spouse work with so we can take a look at the policy? Um, it... his group. What'd you say? What staffing company does he work with? Oh, MAU. What are the last four of his social? Uh, 2... One second, hold up. 2248. And his last name? Uh, Williams. Okay. Please verify the last four of your social and your date of birth. Um, 8452-2281. All right, and then lastly, what is your mailing address? Um, 83... Hold on. No. Yeah, 8357 Highway 308, Lauren, South Carolina, 29360. All right. Let's see. Okay, so your medical plan is with the carrier American Public Life. They will be the ones to be able to advise you whether or not that surgery will be covered. I can give you their phone number and get you transferred over to them. Okay, they told me to call you. I'm not sure as to why. We're just an account administrator. Unfortunately, cover-specific information we don't have access to, such as what procedures are covered and which are not. Okay. All we have access to is a benefit guide. Okay. Do you want me to get you transferred over? Oh, yeah, yeah, yeah. You can do that. Sure thing. That'd be great. Bear with me one moment. My pleasure.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits ... My name is Francesca. How can I assist you today?

Speaker speaker\_2: Um, yes, my insurance is under my husband's name, and I need to find out, like, do y'all cover the gastric bypass surgeries and stuff like that?

Speaker speaker\_1: Okay. What staffing company does your spouse work with so we can take a look at the policy?

Speaker speaker\_2: Um, it... his group. What'd you say?

Speaker speaker\_1: What staffing company does he work with?

Speaker speaker\_2: Oh, MAU.

Speaker speaker\_1: What are the last four of his social?

Speaker speaker\_2: Uh, 2... One second, hold up. 2248.

Speaker speaker\_1: And his last name?

Speaker speaker\_2: Uh, Williams.

Speaker speaker\_1: Okay. Please verify the last four of your social and your date of birth.

Speaker speaker\_2: Um, 8452-2281.

Speaker speaker\_1: All right, and then lastly, what is your mailing address?

Speaker speaker\_2: Um, 83... Hold on. No. Yeah, 8357 Highway 308, Lauren, South Carolina, 29360.

Speaker speaker\_1: All right. Let's see. Okay, so your medical plan is with the carrier American Public Life. They will be the ones to be able to advise you whether or not that surgery will be covered. I can give you their phone number and get you transferred over to them.

Speaker speaker\_2: Okay, they told me to call you.

Speaker speaker\_1: I'm not sure as to why. We're just an account administrator. Unfortunately, cover-specific information we don't have access to, such as what procedures are covered and which are not.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All we have access to is a benefit guide.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Do you want me to get you transferred over?

Speaker speaker\_2: Oh, yeah, yeah, yeah. You can do that.

Speaker speaker\_1: Sure thing.

Speaker speaker\_2: That'd be great.

Speaker speaker\_1: Bear with me one moment. My pleasure.