

Transcript: Francesca

Baez-5846815914541056-4556117391130624

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca of Benefits in a Car. How can I assist you today? Yes. My name Anna Scott. Uh, the MAU people had gave me y'all, y'all phone number. My son wait for them and he got shot the weekend and I'm trying to find out some information about his insurance. Okay. Because he don't really know anything. What is, what is his... Is his medical insurance up on because he got a APL card? I don't know what that card is or what, but who... I know he got insurance, but I don't know who the, who it is. He got medical insurance, but he don't have no card from you all. So per the information that you're providing, that medical card that has APL on it would be the card that you're looking for. Um, if you do need more coverage- That says APL? Yes, ma'am. APL. That's the name of the card. That's it. Okay. That's the name of... Okay. But what I was trying to find- That's the name of the carrier. Ma'am? Yes, ma'am. I was just saying that's the name of the carrier. I can't understand. My phone was static. So that's who it is, APL? Yes, ma'am. That is the name of the carrier. The carrier is the insurance company he has benefits with. Okay. Let me ask you, but I need to know... You, I need to know another question about his short-term disability and long-term because he, he don't know and I'm trying to find out does he have that. I know his sister signed him up for it, but I don't, I don't know whether he got it. He don't know neither. That's what I'm trying to find out. So in order to get that information, I do need verbal authorization from him to get into the account. Is there any way that he can provide it to you at this moment while you're on the line with me? Let me get him. Because he, he's sleeping, he's on medicine, but I'ma, I'ma try to wake him up. Let me hold on a minute. Okay. Frank. Yeah. I'm on the share with the... I'm on the phone with the insurance lady. She needs better verification from you before she can clear it. She can clear it. Oh, my bad, man. Hello? You're good to go. Yes. Good afternoon, sir. Do you authorize me to discover your health insurance benefits with your mother on the line? Mm-hmm. What are the last four of your Social? 5650. 5650? Mm-hmm. And your last name? Scott. All right. You can go ahead and put your mother on the line. All right. All right. I'm back. All right. Thank you so much for, for that, Ms. Scott. Could you verify his mailing address and date of birth? 8594 Highway 56 North Waynesboro, Georgia 30830. His birthday is December the 10th, 1996. Thank you. Let's see. So he currently does not have any short-term in-benefits with MAU that we administer. Mm-hmm. Yeah. So what does he have? He just has a medical insurance, that's all? So it shows he's currently enrolled into medical, dental and life insurance. Okay. Medical, dental and life. I didn't know he had that. Let me ask you something else 'cause like he got a daughter. I don't know when open enrollment is or whatever, and he needs to add her on. Uh-huh. Is there any way you can do that or I have to wait till open enrollment or what? Yeah. He has to wait till open enrollment period. It's going to be at some point next month during December. Hmm. They just have not provided the specific days yet.

Okay. Okay. So is there any way he can, when that open enrollment end, do that cover for up under the... where he can do short-term and long-term disability or it has to be another... up under another when they do open enrollment for that? So he'll be able to sign up for it. It... Which it will just not cover his current situation right now. Okay. Okay. Yeah. But that's what I, I needed to know. I didn't know he had no life insurance. How much coverage- He, he got... That's for the company doing that or something that he's taking out? That is something that he decided- I- ... to enroll into, which is being taken out of his paycheck. Mm-hmm. And so how much is that policy worth? It shows that he's covered for \$20,000 up to the age of 64. Once he's turned 65, that will decrease by 25% and it'll keep doing so every five years. Okay. Yeah. Well, that's what I needed to know. Uh, like I said, I needed to know that. Uh, okay. That's, that's it what I needed to know. Mm-hmm. All right. Well, was there anything else we can assist you with today? No, that's all. Mm-hmm. All right. Okay. Thank you. Mm-hmm. All right. Thanks. Mm-hmm. I'm not- No problem. Have a wonderful rest of your day. Thank you for giving us a call today. Ma'am? Yes, ma'am. I was saying thank you. It was a pleasure speaking with you. And then I hope you have a wonderful rest of your day and thank you for calling us today. All right. Thank you. All right. Mm. No problem.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good afternoon. My name is Francesca of Benefits in a Car. How can I assist you today?

Speaker speaker_2: Yes. My name Anna Scott. Uh, the MAU people had gave me y'all, y'all phone number. My son wait for them and he got shot the weekend and I'm trying to find out some information about his insurance.

Speaker speaker_1: Okay.

Speaker speaker_2: Because he don't really know anything. What is, what is his... Is his medical insurance up on because he got a APL card? I don't know what that card is or what, but who... I know he got insurance, but I don't know who the, who it is. He got medical insurance, but he don't have no card from you all.

Speaker speaker_1: So per the information that you're providing, that medical card that has APL on it would be the card that you're looking for. Um, if you do need more coverage-

Speaker speaker_2: That says APL?

Speaker speaker_1: Yes, ma'am. APL.

Speaker speaker_2: That's the name of the card. That's it. Okay. That's the name of... Okay. But what I was trying to find-

Speaker speaker_1: That's the name of the carrier.

Speaker speaker_2: Ma'am?

Speaker speaker_1: Yes, ma'am. I was just saying that's the name of the carrier.

Speaker speaker_2: I can't understand. My phone was static. So that's who it is, APL?

Speaker speaker_1: Yes, ma'am. That is the name of the carrier. The carrier is the insurance company he has benefits with.

Speaker speaker_2: Okay. Let me ask you, but I need to know... You, I need to know another question about his short-term disability and long-term because he, he don't know and I'm trying to find out does he have that. I know his sister signed him up for it, but I don't, I don't know whether he got it. He don't know neither. That's what I'm trying to find out.

Speaker speaker_1: So in order to get that information, I do need verbal authorization from him to get into the account. Is there any way that he can provide it to you at this moment while you're on the line with me?

Speaker speaker_2: Let me get him. Because he, he's sleeping, he's on medicine, but I'ma, I'ma try to wake him up. Let me hold on a minute.

Speaker speaker_1: Okay.

Speaker speaker_2: Frank.

Speaker speaker_3: Yeah.

Speaker speaker_2: I'm on the share with the... I'm on the phone with the insurance lady. She needs better verification from you before she can clear it. She can clear it.

Speaker speaker_3: Oh, my bad, man. Hello?

Speaker speaker_2: You're good to go.

Speaker speaker_1: Yes. Good afternoon, sir. Do you authorize me to discover your health insurance benefits with your mother on the line?

Speaker speaker_3: Mm-hmm.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_3: 5650.

Speaker speaker_1: 5650?

Speaker speaker_3: Mm-hmm.

Speaker speaker_1: And your last name?

Speaker speaker_3: Scott.

Speaker speaker_1: All right. You can go ahead and put your mother on the line.

Speaker speaker_2: All right. All right. I'm back.

Speaker speaker_1: All right. Thank you so much for, for that, Ms. Scott. Could you verify his mailing address and date of birth?

Speaker speaker_2: 8594 Highway 56 North Waynesboro, Georgia 30830. His birthday is December the 10th, 1996.

Speaker speaker_1: Thank you. Let's see. So he currently does not have any short-term in-benefits with MAU that we administer.

Speaker speaker_2: Mm-hmm. Yeah. So what does he have? He just has a medical insurance, that's all?

Speaker speaker_1: So it shows he's currently enrolled into medical, dental and life insurance.

Speaker speaker_2: Okay. Medical, dental and life. I didn't know he had that. Let me ask you something else 'cause like he got a daughter. I don't know when open enrollment is or whatever, and he needs to add her on.

Speaker speaker_1: Uh-huh.

Speaker speaker_2: Is there any way you can do that or I have to wait till open enrollment or what?

Speaker speaker_1: Yeah. He has to wait till open enrollment period. It's going to be at some point next month during December.

Speaker speaker_2: Hmm.

Speaker speaker_1: They just have not provided the specific days yet.

Speaker speaker_2: Okay. Okay. So is there any way he can, when that open enrollment end, do that cover for up under the... where he can do short-term and long-term disability or it has to be another... up under another when they do open enrollment for that?

Speaker speaker_1: So he'll be able to sign up for it. It... Which it will just not cover his current situation right now.

Speaker speaker_2: Okay. Okay. Yeah. But that's what I, I needed to know. I didn't know he had no life insurance. How much coverag- He, he got... That's for the company doing that or something that he's taking out?

Speaker speaker_1: That is something that he decided-

Speaker speaker_2: I-

Speaker speaker_1: ... to enroll into, which is being taken out of his paycheck.

Speaker speaker_2: Mm-hmm. And so how much is that policy worth?

Speaker speaker_1: It shows that he's covered for \$20,000 up to the age of 64. Once he's turned 65, that will decrease by 25% and it'll keep doing so every five years.

Speaker speaker_2: Okay. Yeah. Well, that's what I needed to know. Uh, like I said, I needed to know that. Uh, okay. That's, that's it what I needed to know. Mm-hmm.

Speaker speaker_1: All right. Well, was there anything else we can assist you with today?

Speaker speaker_2: No, that's all. Mm-hmm. All right. Okay. Thank you.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: All right. Thanks. Mm-hmm. I'm not-

Speaker speaker_1: No problem. Have a wonderful rest of your day. Thank you for giving us a call today.

Speaker speaker_2: Ma'am?

Speaker speaker_1: Yes, ma'am. I was saying thank you. It was a pleasure speaking with you. And then I hope you have a wonderful rest of your day and thank you for calling us today.

Speaker speaker_2: All right. Thank you. All right. Mm.

Speaker speaker_1: No problem.