

Transcript: Franchesca

Baez-6212267841994752-6525600621182976

Full Transcript

I'm sorry, I couldn't understand you. I apologize, ma'am. You hit the line for the Spanish speakers. How can I help you? I'm sorry. Uh, uh, it said English. Um, I'm calling because there is something going on with my insurance and my benefits through you guys. Um, I'm getting a couple of different things from different people. Um, my EMT is saying that there's an error with my account. Um, and my rheumatologist where I get a treatment for my deadly condition, they no longer let me take it any longer. Um, and they're telling me they... I thought it was 'cause they wanted their network now fixed in the transfer. They're telling me this claim is coming back as a worker's comp plan. I've never been on worker's comp., so I'm really confused at what's going on and we need to get my insurance fixed so that I can get my treatment. Sure thing. I do want to clarify, we don't own any insurance companies. They're not through us. It's through your staffing company. We only administer them. What is the staffing company that you work with and the last four of your Social? MAU is the staffing company. And last four of my Social is 5191. But every, every number that I'm calling is telling me that I had... So am I not getting the right person again? You are, ma'am. With the account administrators for the health benefits, I can go ahead and see who the carrier for your current policies are, provide you their information so that you can speak with them and see why treatment is being declined and it's being labeled differently. Thank you. Could you please verify your mailing address and date of birth so that I can make sure I have the right account in front of me? It's 1634 Gulf Street, New Bern, South Carolina 29108. And date of birth is 01/27/82. I have that phone number to reach you down as 271-5503. That's correct. Can I have your email down as dawn29108@gmail.com? That's correct. Okay. So I see here you have the MEC Enhanced Plan, which most of the services are covered by 90 Degree and the remainder by American Public Life. I can give you both phone numbers and transfer you to 90 Degree if you please, so that you can take a look and see what's going on. That would be great, because o- on, on my card, the, um, 90 Degrees says it's only for providers to call in for verification. So, I can't even get a number to contact them. As long as I said I can provide you those phone numbers. All right. I'm ready. 90 Degree phone number is 800- Yes, ma'am. -833- Yes, ma'am. -4296, option one. 4296, option one. Okay. The American Public Life phone number is 800- Uh-huh. -256- Okay. -8606. Thank you. And you're gonna transfer me to 90 Degrees? Yes, ma'am. Thank you. Of course. My pleasure. One moment, please.

Conversation Format

Speaker speaker_1: I'm sorry, I couldn't understand you.

Speaker speaker_0: I apologize, ma'am. You hit the line for the Spanish speakers. How can I help you?

Speaker speaker_1: I'm sorry. Uh, uh, it said English. Um, I'm calling because there is something going on with my insurance and my benefits through you guys. Um, I'm getting a couple of different things from different people. Um, my EMT is saying that there's an error with my account. Um, and my rheumatologist where I get a treatment for my deadly condition, they no longer let me take it any longer. Um, and they're telling me they... I thought it was 'cause they wanted their network now fixed in the transfer. They're telling me this claim is coming back as a worker's comp plan. I've never been on worker's comp., so I'm really confused at what's going on and we need to get my insurance fixed so that I can get my treatment.

Speaker speaker_0: Sure thing. I do want to clarify, we don't own any insurance companies. They're not through us. It's through your staffing company. We only administer them. What is the staffing company that you work with and the last four of your Social?

Speaker speaker_1: MAU is the staffing company. And last four of my Social is 5191. But every, every number that I'm calling is telling me that I had... So am I not getting the right person again?

Speaker speaker_0: You are, ma'am. With the account administrators for the health benefits, I can go ahead and see who the carrier for your current policies are, provide you their information so that you can speak with them and see why treatment is being declined and it's being labeled differently.

Speaker speaker_1: Thank you.

Speaker speaker_0: Could you please verify your mailing address and date of birth so that I can make sure I have the right account in front of me?

Speaker speaker_1: It's 1634 Gulf Street, New Bern, South Carolina 29108. And date of birth is 01/27/82.

Speaker speaker_0: I have that phone number to reach you down as 271-5503.

Speaker speaker_1: That's correct.

Speaker speaker_0: Can I have your email down as dawn29108@gmail.com?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. So I see here you have the MEC Enhanced Plan, which most of the services are covered by 90 Degree and the remainder by American Public Life. I can give you both phone numbers and transfer you to 90 Degree if you please, so that you can take a look and see what's going on.

Speaker speaker_1: That would be great, because o- on, on my card, the, um, 90 Degrees says it's only for providers to call in for verification. So, I can't even get a number to contact them.

Speaker speaker_0: As long as I said I can provide you those phone numbers.

Speaker speaker_1: All right. I'm ready.

Speaker speaker_0: 90 Degree phone number is 800-

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: -833-

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: -4296, option one.

Speaker speaker_1: 4296, option one. Okay.

Speaker speaker_0: The American Public Life phone number is 800-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: -256-

Speaker speaker_1: Okay.

Speaker speaker_0: -8606.

Speaker speaker_1: Thank you. And you're gonna transfer me to 90 Degrees?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Thank you.

Speaker speaker_0: Of course. My pleasure. One moment, please.