

## **Transcript: Justin**

**Mills-4792947586547712-5475663239888896**

### **Full Transcript**

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. I'm trying to get this claim figured out, um, and this Stephanie over at American Public Life Insurance Company, whatever, on this claim, uh, told me they're just a third party. They don't do anything other than handle the claims. Well, n- they didn't pay anything, and I need to get that figured out. My wife sent a check in on the 26th of March, so that's, uh, five, nine days. And there was some discrepancy too- Okay. ... because every time I call, I get a different story of when we're covered till, when we're not. So, you know, and I try to keep ahead of it so that we're paid ahead enough that our coverage doesn't lapse, and I'm seeming to have a difficult time with some of that. Totally understand. Uh, let me try pulling your file and see what's going on. What's that staffing agency you work for? Well, I worked for TRC, but this is Cold Run now, because, um, I was able to continue the insurance afterwards by paying- Okay. So you stated- ... the premiums myself. Okay. So you stated it's with COBRA, correct? Right. I can- Get it. ... give you the policy number, the claim number. Yeah. Um, bear with me one second, okay? Okay. Okay. Appreciate your help.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Hi, Justin. I'm trying to get this claim figured out, um, and this Stephanie over at American Public Life Insurance Company, whatever, on this claim, uh, told me they're just a third party. They don't do anything other than handle the claims. Well, n- they didn't pay anything, and I need to get that figured out. My wife sent a check in on the 26th of March, so that's, uh, five, nine days. And there was some discrepancy too-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... because every time I call, I get a different story of when we're covered till, when we're not. So, you know, and I try to keep ahead of it so that we're paid ahead enough that our coverage doesn't lapse, and I'm seeming to have a difficult time with some of that.

Speaker speaker\_0: Totally understand. Uh, let me try pulling your file and see what's going on. What's that staffing agency you work for?

Speaker speaker\_1: Well, I worked for TRC, but this is Cold Run now, because, um, I was able to continue the insurance afterwards by paying-

Speaker speaker\_0: Okay. So you stated-

Speaker speaker\_1: ... the premiums myself.

Speaker speaker\_0: Okay. So you stated it's with COBRA, correct?

Speaker speaker\_1: Right. I can-

Speaker speaker\_0: Get it.

Speaker speaker\_1: ... give you the policy number, the claim number.

Speaker speaker\_0: Yeah. Um, bear with me one second, okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Appreciate your help.