

## **Transcript: Justin**

**Mills-5976111039561728-5991804078309376**

### **Full Transcript**

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yes, so my name is Joseph Masters, and I'm employed with, uh, TCI through, uh, MAU. Okay. How can I help you today? And I was wondering if my... Well, I got my insurance card, but I was wondering, has it, has it gone into effect yet? Um, yeah, let me try pulling your file to verify that. Um, MAU you said? Yes, sir. And what's the last four of your Social Security number? 9438. And for security purposes, can you verify your home address, including city, state and zip code, Joseph? Uh, uh, 1 Jefferson Street, Liberty, South Carolina 29657. And confirm your date of birth. 12/20/81. And a good telephone number I have is 864-775-2899. Y- yes, sir. And the email I have is josephmasters12@yahoo.com? Yes, sir. Okay, so looking at the calendar, it looks like you became active as of April 28th, and you are currently active in a coverage for this week. Okay. Because what... Because I'm trying to figure out... My mom, uh, I, uh, I, I, I said on plan two, and, um, she has, uh, uh, type 2 diabetes. And I was, I was, I was wondering if, if it would cover, if, if it covers her Moderna shots? Oh, you're wondering if it covered Moderna shots, is that correct? Y- yes, sir, for her type two diabetes. Okay. Um, so that may be more of a carrier question thing, um, because we're more of just the benefit administrators for MAU. Um, so what I'll go ahead and do, I'll get somebody on at the insurance carrier and then transfer you over. All right. All right. Thank you. You're welcome. Just bear with me one second, okay? All right. Okay.

### **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: Yes, so my name is Joseph Masters, and I'm employed with, uh, TCI through, uh, MAU.

Speaker speaker\_0: Okay. How can I help you today?

Speaker speaker\_1: And I was wondering if my... Well, I got my insurance card, but I was wondering, has it, has it gone into effect yet?

Speaker speaker\_0: Um, yeah, let me try pulling your file to verify that. Um, MAU you said?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And what's the last four of your Social Security number?

Speaker speaker\_1: 9438.

Speaker speaker\_0: And for security purposes, can you verify your home address, including city, state and zip code, Joseph?

Speaker speaker\_1: Uh, uh, 1 Jefferson Street, Liberty, South Carolina 29657.

Speaker speaker\_0: And confirm your date of birth.

Speaker speaker\_1: 12/20/81.

Speaker speaker\_0: And a good telephone number I have is 864-775-2899.

Speaker speaker\_1: Y- yes, sir.

Speaker speaker\_0: And the email I have is josephmasters12@yahoo.com?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay, so looking at the calendar, it looks like you became active as of April 28th, and you are currently active in a coverage for this week.

Speaker speaker\_1: Okay. Because what... Because I'm trying to figure out... My mom, uh, I, uh, I, I, I said on plan two, and, um, she has, uh, uh, type 2 diabetes. And I was, I was, I was wondering if, if it would cover, if, if it covers her Moderna shots?

Speaker speaker\_0: Oh, you're wondering if it covered Moderna shots, is that correct?

Speaker speaker\_1: Y- yes, sir, for her type two diabetes.

Speaker speaker\_0: Okay. Um, so that may be more of a carrier question thing, um, because we're more of just the benefit administrators for MAU. Um, so what I'll go ahead and do, I'll get somebody on at the insurance carrier and then transfer you over.

Speaker speaker\_1: All right. All right. Thank you.

Speaker speaker\_0: You're welcome. Just bear with me one second, okay?

Speaker speaker\_1: All right.

Speaker speaker\_0: Okay.