

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey, how you doing today? Doing pretty well, and yourself? Hey, I'm- I'm doing great. Hey, listen. My name is Alfredo McGraw. Mm-hmm. I had went- I had went to the emergency room about- about, um, about something going on. And, um, I- I was denied. I wasn't denied. I wouldn't say I was denied, but they were- they telling me that I can't get a MRI done for five to six weeks because I have to go through some kind of panel before- before y'all approve them, right? And I just- I just called the- the company that I have insurance- the insurance company called. Uh-huh. And then they gave- they gave me a number to a third-party, and I'm getting the runaround about my insurance. Okay. Uh, well, let me try helping you figure this out. What's that staffing agency you work for? What you mean? Staff agency. MAU. MAU. Okay. So, MAU, and the last four of your Social? 3501. And for security purposes, could you verify the home address, including city- city, state and ZIP Code, Mr. McGraw? Um, 230 Local Mountain Road Extension, Greenville, South Carolina. And the ZIP Code? 29615. And confirm your date of birth. 10/14/62. And a good telephone number. It has a 362-3493? Yes. And the email has alfredomcgraw58 at gmail? Yes. Okay, so let's see here. So, you stated you went to a appointment and they said they have to wait three to four weeks to get a MRI. Is that correct? Five to six weeks for them to approve. Five to- But for me, I have to go- I have to do the exercise. I got to do this, I got to do that before- before the- the insurance company approve me on my- my thing. Why... I'm trying to understand, why do I have to go through all this stuff and then- and then- and the- the card that I talked to, I- they gave me a number to- a 1-800 number saying that it's- they... It's like a third-party thing. Okay. Um, well, here, bear with me one second, okay?

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hey, how you doing today?

Speaker speaker_1: Doing pretty well, and yourself?

Speaker speaker_2: Hey, I'm- I'm doing great. Hey, listen. My name is Alfredo McGraw.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: I had went- I had went to the emergency room about- about, um, about something going on. And, um, I- I was denied. I wasn't denied. I wouldn't say I was denied, but they were- they telling me that I can't get a MRI done for five to six weeks because I have to go through some kind of panel before- before y'all approve them, right? And I just- I just called the- the company that I have insurance- the insurance company called.

Speaker speaker_1: Uh-huh.

Speaker speaker_2: And then they gave- they gave me a number to a third-party, and I'm getting the runaround about my insurance.

Speaker speaker_1: Okay. Uh, well, let me try helping you figure this out. What's that staffing agency you work for?

Speaker speaker_2: What you mean? Staff agency. MAU. MAU.

Speaker speaker_1: Okay. So, MAU, and the last four of your Social?

Speaker speaker_2: 3501.

Speaker speaker_1: And for security purposes, could you verify the home address, including city- city, state and ZIP Code, Mr. McGraw?

Speaker speaker_2: Um, 230 Local Mountain Road Extension, Greenville, South Carolina.

Speaker speaker_1: And the ZIP Code?

Speaker speaker_2: 29615.

Speaker speaker_1: And confirm your date of birth.

Speaker speaker_2: 10/14/62.

Speaker speaker_1: And a good telephone number. It has a 362-3493?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email has alfredmcgraw58 at gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so let's see here. So, you stated you went to a appointment and they said they have to wait three to four weeks to get a MRI. Is that correct?

Speaker speaker_2: Five to six weeks for them to approve.

Speaker speaker_1: Five to-

Speaker speaker_2: But for me, I have to go- I have to do the exercise. I got to do this, I got to do that before- before the- the insurance company approve me on my- my thing. Why... I'm trying to understand, why do I have to go through all this stuff and then- and then- and the- the card that I talked to, I- they gave me a number to- a 1-800 number saying that it's- they... It's

like a third-party thing.

Speaker speaker_1: Okay. Um, well, here, bear with me one second, okay?