

## **Transcript: Pamela**

**Blanc-5230631722467328-5925917067362304**

### **Full Transcript**

Thank you for calling Benefits and Records. How may I help you? Yes, ma'am. I'm trying to figure out here, I got a, uh, my wife had a, uh, mammogram done, um, a while back and I see where the, the insurance didn't cover anything. I'm trying to figure out what's going on, um... Who do you work for, sir? I work for MAU Solutions. Through that ATL Insurance, that's the insurance that I have. All right, give me one second. Let me look up your account. May I have the last four digits of your social so I can pull up your file? Excuse me? May I have the last four digits of your social so I can pull up your file? 0567. Okay. All right. Can you repeat the name of the staffing agency? It's MAU. MAU. All right. Your first and last name, sir? Anthony Wesley. Mr. Wesley, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? 438 Phillip J. Hamm Road, Midland City, Alabama, 36350, 12/07/1967. Okay, thank you for the information. We have a telephone number on file 334-648-1476. Yes, ma'am. And your email is anthony24wes@gmail. Right, that pho- that phone number has changed. Okay. Is the one you're calling from a good number? Yes, ma'am. That's it, that's my new number. All right, let me update that information. Thank you. Right, so... I see that you are enrolled in the Insurer Plus. Excuse me? I'm looking at the benefit, th- the plan that you are enrolled in. Okay, and which one was that? So, oh, 'cause it'll depend on what plan you have, and the amount that the insurance gonna cover. We do not process the, um, claim, the actual carrier is the, does that. So I just wanna make sure, um, I got the right information. When was the date of services? The date of service was... Hold on. The, the statement date was, uh, 01/22/25. Um, let me, hold on for a minute. Let me ask her what, exactly was that, the date, this date. Renee! Renee! When did you have... What date was it even if you're not? It wasn't recent. It was in 2024. What date was it then? November. November, what? November 4, 2024, right, honey? It was November 4, 2024. All right. Thank you. So then you guys were active. I'm going to have to re- um, reach out to the carrier and have someone from there to explain to you the reason why it was not covered or if they cover any amount. Bear with me. Yeah. Okay. 'Cause it said total insurance payment zero.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and Records. How may I help you?

Speaker speaker\_1: Yes, ma'am. I'm trying to figure out here, I got a, uh, my wife had a, uh, mammogram done, um, a while back and I see where the, the insurance didn't cover anything. I'm trying to figure out what's going on, um...

Speaker speaker\_0: Who do you work for, sir?

Speaker speaker\_1: I work for MAU Solutions. Through that ATL Insurance, that's the insurance that I have.

Speaker speaker\_0: All right, give me one second. Let me look up your account. May I have the last four digits of your social so I can pull up your file?

Speaker speaker\_1: Excuse me?

Speaker speaker\_0: May I have the last four digits of your social so I can pull up your file?

Speaker speaker\_1: 0567.

Speaker speaker\_2: Okay.

Speaker speaker\_0: All right. Can you repeat the name of the staffing agency?

Speaker speaker\_1: It's MAU.

Speaker speaker\_0: MAU. All right. Your first and last name, sir?

Speaker speaker\_1: Anthony Wesley.

Speaker speaker\_0: Mr. Wesley, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_1: 438 Phillip J. Hamm Road, Midland City, Alabama, 36350, 12/07/1967.

Speaker speaker\_0: Okay, thank you for the information. We have a telephone number on file 334-648-1476.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And your email is anthony24wes@gmail.

Speaker speaker\_1: Right, that pho- that phone number has changed.

Speaker speaker\_0: Okay. Is the one you're calling from a good number?

Speaker speaker\_1: Yes, ma'am. That's it, that's my new number.

Speaker speaker\_0: All right, let me update that information. Thank you. Right, so... I see that you are enrolled in the Insurer Plus.

Speaker speaker\_1: Excuse me?

Speaker speaker\_0: I'm looking at the benefit, th- the plan that you are enrolled in.

Speaker speaker\_1: Okay, and which one was that?

Speaker speaker\_0: So, oh, 'cause it'll depend on what plan you have, and the amount that the insurance gonna cover. We do not process the, um, claim, the actual carrier is the, does that. So I just wanna make sure, um, I got the right information. When was the date of services?

Speaker speaker\_1: The date of service was... Hold on. The, the statement date was, uh, 01/22/25. Um, let me, hold on for a minute. Let me ask her what, exactly was that, the date, this date. Renee! Renee! When did you have... What date was it even if you're not?

Speaker speaker\_3: It wasn't recent.

Speaker speaker\_1: It was in 2024.

Speaker speaker\_3: What date was it then?

Speaker speaker\_0: November.

Speaker speaker\_1: November, what?

Speaker speaker\_0: November 4, 2024, right, honey?

Speaker speaker\_1: It was November 4, 2024.

Speaker speaker\_0: All right. Thank you. So then you guys were active. I'm going to have to re- um, reach out to the carrier and have someone from there to explain to you the reason why it was not covered or if they cover any amount. Bear with me.

Speaker speaker\_1: Yeah. Okay. 'Cause it said total insurance payment zero.