

Transcript: Pamela

Blanc-5461635762667520-6658955875368960

Full Transcript

Could you do this right now? Because it was emergency, so it needs to be now. Okay, so who is next? Put the camera. What are your benefits in regards to family speaking? Yes, uh, my name is Deborah Lacey and, um, I have, um, MetLife through my employer and I had a stroke last Tuesday. MetLife is like, um, vision? I'm sorry, say what? So that was for your vision plan? No, uh, I- I have short-term disability. I don't know what- Short-term disability. It- it doesn't go through MetLife. It's American Public Life. Oh, oh, APL. Okay. Well, this is the number that my employer gave me. So who do I contact, um? You want to submit a claim or... Well, that's the thing, I don't know what to do. Okay, so my- my- my... The hospital released me to my primary care doctor. The primary care doctor got me on 20 hours a week. That's... I- I can't survive off of that. But until... For a month I gotta do this until they get my numbers better and get me back, uh, to working eight hours. Okay. So you wanna, um... If you wanna file for disability, you have to contact American Public Life. I could transfer you to them if you would like to. Yes, and can I get their number as well? Sure, um, whenever you're ready. I'm ready. 800- Mm-hmm. ...2-5-6-8-6-0-6. 800-256-8606? Yes, ma'am. Okay. All right. Anything else I can do for you? Uh, no, I just need to see what- what- what I can do as far as- as my short-term disability or short-term whatever it is. Yeah. I'm gonna go ahead and transfer you there. Okay, thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Could you do this right now?

Speaker speaker_1: Because it was emergency, so it needs to be now.

Speaker speaker_0: Okay, so who is next? Put the camera.

Speaker speaker_2: What are your benefits in regards to family speaking?

Speaker speaker_3: Yes, uh, my name is Deborah Lacey and, um, I have, um, MetLife through my employer and I had a stroke last Tuesday.

Speaker speaker_2: MetLife is like, um, vision?

Speaker speaker_3: I'm sorry, say what?

Speaker speaker_2: So that was for your vision plan?

Speaker speaker_3: No, uh, I- I have short-term disability. I don't know what-

Speaker speaker_2: Short-term disability. It- it doesn't go through MetLife. It's American Public Life.

Speaker speaker_3: Oh, oh, APL. Okay. Well, this is the number that my employer gave me. So who do I contact, um?

Speaker speaker_2: You want to submit a claim or...

Speaker speaker_3: Well, that's the thing, I don't know what to do. Okay, so my- my- my... The hospital released me to my primary care doctor. The primary care doctor got me on 20 hours a week. That's... I- I can't survive off of that. But until... For a month I gotta do this until they get my numbers better and get me back, uh, to working eight hours.

Speaker speaker_2: Okay. So you wanna, um... If you wanna file for disability, you have to contact American Public Life. I could transfer you to them if you would like to.

Speaker speaker_3: Yes, and can I get their number as well?

Speaker speaker_2: Sure, um, whenever you're ready.

Speaker speaker_3: I'm ready.

Speaker speaker_2: 800-

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: ...2-5-6-8-6-0-6.

Speaker speaker_3: 800-256-8606?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_3: Okay.

Speaker speaker_2: All right. Anything else I can do for you?

Speaker speaker_3: Uh, no, I just need to see what- what- what I can do as far as- as my short-term disability or short-term whatever it is.

Speaker speaker_2: Yeah. I'm gonna go ahead and transfer you there.

Speaker speaker_3: Okay, thank you.

Speaker speaker_2: Bye-bye.

Speaker speaker_3: Bye.