

## Transcript: Sara

**Marulanda-4550152874803200-4689123520987136**

### Full Transcript

Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Yeah, my name is Gerald Clayson. Hello, sir. How may I help you? Yeah. Um, so I needed to add, I got supposedly from what I've been told that my wife isn't, um, on my policy, my insurance, medical insurance. And I wanted to add her on there 'cause, um, I need to see a doctor or somebody right away. It's very important. She's having mental issues and she needs to see a psych right away. Okay. Let me check your account. May I have the name of the agency that you are working with and the last four of your Social? Yeah. The agency I'm working with is called, uh, Superior Skilled Trades and... What do you need? My last, my last, uh, first name- The last four of your Social. G-E-R... Uh, 3911. 3911. And it's Gerald Clayson? Yes. Okay, Mr. Clayson. And just for security purposes can you please verify your address and date of birth? Yes. 8713 East Rancho Vista Drive and it's in Scottsdale 85251, Arizona. And, um, date of birth is 01/19/1975. Thank you. And is your email, imsoccal@gmail.com? Yeah. Yes. And is your... I need your phone number, 602-727-0805? Yes, ma'am. Okay. So this is the plan that you are enrolled at Vision, Dental, VIP Classic which is medical, Short-Term Disability and Term Life for yourself only. And NEC Standalone which is preventive care for yourself and your spouse. You said you need to see a doctor? Yes. My wife needs to see a doctor. Okay. The plan she's enrolled at, it will not cover any, uh, doctor visitations if she's sick. Uh, the only thing it will cover is a, like a preventive care. One physical, uh, one physical exam examination, Pap smear, mammography, colonoscopy, uh, vaccinations, but not, uh- Okay. Yeah. 'Cause I need- Go ahead. Not to see a psych? Okay. So sh- she's not feeling well. She's sick and she wanna see a doctor? Yeah. She's not sick. She's got mental problems. She needs to see a doctor and get medication. Okay. Um, you're talking like behavioral health? Yes. 'Cause you're not enrolled in be- in behavioral health either. Okay. Um, so we will have to add her to the, the medical plan and we will have to add behavioral health. Okay. Okay. But I, just to inform you, uh, the changes will take one to two weeks for it became, to become active. Okay. So in the meantime, like if she ends up hurting herself or killing herself, what do I do? I mean, I, I need her to see a doctor right away. I need to see somebody. In the meantime, it's not gonna cover her, uh, because the coverage is for yourself only. You need to allow one to two weeks for the employer to start making the new deductions. Then the coverage will become active. Yeah. See, I... Yeah. I need, I need her to see a doctor right away, like today 'cause like she's... I don't want her to hurt herself. No, sir. I'm sorry. That's not gonna be covered. Okay. Uh, so what do I do then? Well, j- uh, I don't know, sir. Um, it's up to you. I can't, uh, tell you what to do because if she don't have the coverage, I cannot tell you what she... what you can do with her. I mean, if you want, I can go ahead proceed with the changes but it's gonna take 7 to 10 business days. But for today, I cannot tell you what to do. I'm sorry. Okay. All right. Thank you. All righty, sir. So would you

like-

## Conversation Format

Speaker None: Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Yeah, my name is Gerald Clayson. Hello, sir. How may I help you? Yeah. Um, so I needed to add, I got supposedly from what I've been told that my wife isn't, um, on my policy, my insurance, medical insurance. And I wanted to add her on there 'cause, um, I need to see a doctor or somebody right away. It's very important. She's having mental issues and she needs to see a psych right away. Okay. Let me check your account. May I have the name of the agency that you are working with and the last four of your Social? Yeah. The agency I'm working with is called, uh, Superior Skilled Trades and... What do you need? My last, my last, uh, first name- The last four of your Social. G-E-R... Uh, 3911. 3911. And it's Gerald Clayson? Yes. Okay, Mr. Clayson. And just for security purposes can you please verify your address and date of birth? Yes. 8713 East Rancho Vista Drive and it's in Scottsdale 85251, Arizona. And, um, date of birth is 01/19/1975. Thank you. And is your email, imsoccal@gmail.com? Yeah. Yes. And is your... I need your phone number, 602-727-0805? Yes, ma'am. Okay. So this is the plan that you are enrolled at Vision, Dental, VIP Classic which is medical, Short-Term Disability and Term Life for yourself only. And NEC Standalone which is preventive care for yourself and your spouse. You said you need to see a doctor? Yes. My wife needs to see a doctor. Okay. The plan she's enrolled at, it will not cover any, uh, doctor visitations if she's sick. Uh, the only thing it will cover is a, like a preventive care. One physical, uh, one physical exam examination, Pap smear, mammography, colonoscopy, uh, vaccinations, but not, uh- Okay. Yeah. 'Cause I need- Go ahead. Not to see a psych? Okay. So sh- she's not feeling well. She's sick and she wanna see a doctor? Yeah. She's not sick. She's got mental problems. She needs to see a doctor and get medication. Okay. Um, you're talking like behavioral health? Yes. 'Cause you're not enrolled in be- in behavioral health either. Okay. Um, so we will have to add her to the, the medical plan and we will have to add behavioral health. Okay. Okay. But I, just to inform you, uh, the changes will take one to two weeks for it became, to become active. Okay. So in the meantime, like if she ends up hurting herself or killing herself, what do I do? I mean, I, I need her to see a doctor right away. I need to see somebody. In the meantime, it's not gonna cover her, uh, because the coverage is for yourself only. You need to allow one to two weeks for the employer to start making the new deductions. Then the coverage will become active. Yeah. See, I... Yeah. I need, I need her to see a doctor right away, like today 'cause like she's... I don't want her to hurt herself. No, sir. I'm sorry. That's not gonna be covered. Okay. Uh, so what do I do then? Well, j- uh, I don't know, sir. Um, it's up to you. I can't, uh, tell you what to do because if she don't have the coverage, I cannot tell you what she... what you can do with her. I mean, if you want, I can go ahead proceed with the changes but it's gonna take 7 to 10 business days. But for today, I cannot tell you what to do. I'm sorry. Okay. All right. Thank you. All righty, sir. So would you like-