

## Transcript: Sara

**Marulanda-5343800745705472-5446804345896960**

### Full Transcript

Thank you for calling Benefits in a Card, my name is Sarah. Who am I speaking with? Hi, Sarah, it's Alicia at APL. How are you doing today? Hi, Alicia. Doing great. How you doing today? I'm doing well, thank you for asking. Listen, I have an insured who has a, uh, hospital indemnity policy he's looking to reinstate. Okay. Um, can I get, uh, the member, like, uh, what companies he working with? You sure can. I need anything you want to verify his information. He's with Management Analysis and Utilization. MAU, okay. And the last four of his social? The last four of his social are, let me get back to that screen. Sure. Come on, computer. There we go. Last four of his social is 0861 and his name is Ryan Williams. Okay. Ryan Williams, I got him. Uh. And I know I know you, and I didn't write your name down and it has flown my memory. Is it Sarah? Sarah, yes. No "H." It went out just as quickly as it went in. I mean, it always happens, so I have to clarify that. Right. Is there anything else you need from me, Sarah? No, Alicia. I think that's pretty much all. I really appreciate. Thank you very much. Oh, it was a pleasure to speak with you this morning. Let me get Mr. Williams on the line, Sarah. I hope you have a great day. You as well. Thank you. One moment. Take care of yourself, please. Okay. Thank you. One moment. Mm-hmm. Sure. Mr. Williams, thank you for your patience. I have Sarah on the line. She's going to assist you further, and I hope you have a wonderful- Okay. ... day. Okay, thank you so much, and thank you for your help. My pleasure. Thank you for calling APL. Bye-bye. Mm-hmm. Good morning, uh, Mr. Williams. This is Sarah from Benefits in a Card. Um, may I have please, uh, the last four of your social and the name of the agency that you're working with? Uh, uh, let me, oh, 0861. I'm so, I'm so sorry. That's okay. Don't worry about it. It is okay. And, uh, what agency, what agency are you working with? Uh, MAU. Okay, thank you very much. Ryan C. Williams? Yes, ma'am. And just for security purposes, sir, can you please verify your address and date of birth? Yes, ma'am. 8102 Vassar, V-A-S-S-A-R Drive, um, A-R Drive, Greer, South Carolina, 29650. Okay, and your date of birth? April 12th, 1991. And is there any apartment number or not? Yes, it's, it's 8-8102 Vassar, V-A-S-S-A-R Drive, Greer, South Carolina, 29- 29650. That's the, that's the, uh, apartment number, is the 8-8102. 8102. Oh, okay, great. Thank you. And is your email rwilliams5298@yahoo.com? Yes, ma'am. And is your phone number 908-6801? Yes, ma'am. Thank you very much. Um, Alicia from APL was telling me that you want to reinstate your coverage? Yes, ma'am. Okay, so you want the same plan, MCC stand-alone, group accident, dental, critical illness, term life and vision for yourself only? Yes, ma'am. And can I do also medical? Because like I said, I recently, uh, had a, uh, had a blood clot and I'm trying to get my blood clot medicine, but, um, it won't go through because I think I don't have my medical, the, the medical coverage on the, the insurance. No, you don't. Uh, for... Okay, for that, for, for us to add, uh, the medical, I will have to send an eligibility review, uh, for them to update the system. Once the eligibility review came back, if it is you are allowed to, we can go ahead and

enroll you on that. Did you know what medical plan would you like to enroll? Uh, just regular. Um, like I, I, I'm, I just ran... The reason why I'm calling is because I just ran out of my blood clot pills, and I need my pills today, and that's the reason why I was calling to see if I could get reinstated without, without the, uh, without the agency. Like, I, I'll pay for it, it doesn't matter. Like, I just, I need it because I need my pills. Okay. Uh, just to let you know, even if they, even if you... ineligible to let your... active today. So, uh, you want it only for medication, uh, you have the option to enroll in... Okay, hold on. The system is super slow. I'm so sorry. No, you're fine. Okay, yes. Just to cover the medications, we don't have any plan, uh, just for medications for, uh, MAU, but, um, you can go ahead and enroll in Insurance Plus as long as they approve, uh, as long as they say that you are eligible. But as I say, it's not going to be active today. You know, you need to allow one to two weeks for your employer, MAU, to start making deductions. And once you see the first- Okay. ... Monday, that's when the coverage become active. So, so I have to wait two, two, two to three weeks. That, that, I need my- Yes. ... medicine now. That's, that's the reason why I was calling. I need, like, I've, I've just ran out of pills last night. So I need my blood clot pills, like, today. That's why I was calling, to ac- just to see if we could activate it. If there's no way to activate it, then I'll just go to another insurance company to see if I can activate it, because I need my pills today. Yeah. I don't have time for MAU. I don't have time for MAU to, to certify it. I don't have time. I don't, I don't have time. Like I said, I'll, I'll pay for it, whatever it is. I don't, I don't have time or the luxury to, to sit here and be like, "Oh, I'll wait two or three weeks when I, when I need my blood thinner medicine today." I understand that, but unfortunately, sir, that's the process. The insurance is not going to be...

## Conversation Format

Speaker None: Thank you for calling Benefits in a Card, my name is Sarah. Who am I speaking with? Hi, Sarah, it's Alicia at APL. How are you doing today? Hi, Alicia. Doing great. How you doing today? I'm doing well, thank you for asking. Listen, I have an insured who has a, uh, hospital indemnity policy he's looking to reinstate. Okay. Um, can I get, uh, the member, like, uh, what companies he working with? You sure can. I need anything you want to verify his information. He's with Management Analysis and Utilization. MAU, okay. And the last four of his social? The last four of his social are, let me get back to that screen. Sure. Come on, computer. There we go. Last four of his social is 0861 and his name is Ryan Williams. Okay. Ryan Williams, I got him. Uh. And I know I know you, and I didn't write your name down and it has flown my memory. Is it Sarah? Sarah, yes. No "H." It went out just as quickly as it went in. I mean, it always happens, so I have to clarify that. Right. Is there anything else you need from me, Sarah? No, Alicia. I think that's pretty much all. I really appreciate. Thank you very much. Oh, it was a pleasure to speak with you this morning. Let me get Mr. Williams on the line, Sarah. I hope you have a great day. You as well. Thank you. One moment. Take care of yourself, please. Okay. Thank you. One moment. Mm-hmm. Sure. Mr. Williams, thank you for your patience. I have Sarah on the line. She's going to assist you further, and I hope you have a wonderful- Okay. ... day. Okay, thank you so much, and thank you for your help. My pleasure. Thank you for calling APL. Bye-bye. Mm-hmm. Good morning, uh, Mr. Williams. This is Sarah from Benefits in a Card. Um, may I have please, uh, the last four of your social

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