

Transcript: Sara

Marulanda-5831517832429568-6279938187935744

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for choosing benefits in a cart. My name is Sarah. May I have your name, please? Sarah, hi. David Johnson. Hello, Mr. Johnson. How may I help you, sir? I need to find services. I'm with MAU. Ah, okay. Uh, may I have the last four digits of your social security number? 9330. Thank you very much, Mr. David Wayne Johnson. And just for security- Yes. ... purposes. Yes. Yes. Just for security purposes- How are you? ... how are you? Oh, doing great. How are you doing? Happy Wednesday. Same to you, sir. Thank you. And just for security purposes, can you please verify your address and date of birth? It's, uh, 120 Turton Barton Road, Landrum, South Carolina. My date of birth is 12/26/62. Email davidtursan1962@yahoo.com? Yes. Phone number 828-678-9175? Yes. Okay. So you say you need therapies, like a- Yes. ... like a- Yes. ... provider information? My, um, I, I, I, I've been, uh, going to therapy for, like, eight years, but my therapist recently died, so I need to find a therapist. What kind of therapy is that? Uh, physical therapy? Like a behavioral health therapy? Yeah. Behavioral health? Yeah. Do what? Behavioral health therapy, like mental therapy? Yes. Yes. Yes. Yes. Okay. Give me just a minute, please. I'm gonna send you an email for you- No, I don't, I don't get emails. Just- Okay, give me just- Yeah. ... a minute so I will see how else I can help you. Okay. Just a minute, please. Okay, so I'm going to give you a phone number. Oh, God. So many numbers. Just let me know when it's there. Yes, I'm sorry, we're just the administrators. We don't do that. So I'm going to give you- So this nu- ... this number and- This phone number is to where? We are the administrators of the healthcare coverage. Ah. Like, to make payments. Okay. But I'm going to- Okay. Okay. Okay. I'm gonna give you this phone number and I'm gonna transfer your call with them. Does that work for you? Okay. Yes. The number is 855- Okay. ... 636- 636. Okay. 3669. 3669. Yes. Okay. Who is this? That's behavioral health. Okay. All right. Thank you. Okay, so let me transfer your call with them. Before I do that- Oh, thank you. ... is there anything else that I can help you with? Uh, so it's 855-636-3669. Yes, sir, you're correct. Okay. All right. Thank you. You're more than welcome. Give me just a minute. I want to see if I am able to transfer you. All right. Thank you. You're welcome.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for choosing benefits in a cart. My name is Sarah. May I have your name, please? Sarah, hi. David Johnson. Hello, Mr. Johnson. How may I help you, sir? I need to find services. I'm with MAU. Ah, okay. Uh, may I have the last four digits of your social security number? 9330. Thank you very much, Mr. David Wayne Johnson. And just for security- Yes.

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