

## **Transcript: Sara**

**Marulanda-6475032310497280-5275237390663680**

### **Full Transcript**

Hello. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Luis Villarreal. Hello, Mr. Fer- Villarreal, you say? Villarreal. Villarreal. Okay. So how may I help you? Hi, ma'am. I'm calling because I wanted to see if, uh, I have my son on the insurance and I wanted to see if you guys would, if you would cover for his speech therapy that he needs? Okay. Let me check that for you. Uh, may I have the name of the agency that you are working with and the last four of your social? It's the Peery Skill Trades and I, uh, my last four is 8253. 8253. Yes, ma'am. Luis Villarreal? Yes, ma'am. Okay. Villarreal? Si. Villarreal. Yeah, Villa- okay. Let me complete the last name. And, uh, just for security purposes, can you please verify your address and date of birth? I think my, the address is 2213 Orange Avenue, McAllen, Texas and it's 032186. Email villarreal.luis23@gmail.com? Yes. Phone number 956-878-3088? Yes, ma'am. Thank you very much. Okay. Well, you're enrolled on medical plan. Okay. Um, you got preventive care, dental, short-term disability, term life vision and hospital indemnity for employee plus family. Uh, we have your spouse as Dominic and a child, Luis. Yes. Okay. Now you want to know if they cover speech therapy? Yes, ma'am. Okay. Give me just a minute. Physical, speech or occupational. It says that, uh, physical, speech or occupational therapy facility, \$30 per day for four days. That's what they cover. If you want, like a more, a different information, you will have to, I will have to transfer your call with the, um, insurance directly with APL. Um, would you like me to do that? And I can give you their phone number as well. Yeah. Can you transfer me please, ma'am? Sure. Um, would you like to write down their phone number just in case the call get disconnected? Yes, ma'am. Hold on. Yeah. Sure. What is the phone number? 800-256-8606. Okay. Okay. So let me transfer your call with them, okay? Okay. Have a wonderful day and thank you for calling Benefits in a Cart. Thank you, ma'am. You're welcome. Mm-hmm. Bye.

### **Conversation Format**

Speaker None: Hello. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Luis Villarreal. Hello, Mr. Fer- Villarreal, you say? Villarreal. Villarreal. Okay. So how may I help you? Hi, ma'am. I'm calling because I wanted to see if, uh, I have my son on the insurance and I wanted to see if you guys would, if you would cover for his speech therapy that he needs? Okay. Let me check that for you. Uh, may I have the name of the agency that you are working with and the last four of your social? It's the Peery Skill Trades and I, uh, my last four is 8253. 8253. Yes, ma'am. Luis Villarreal? Yes, ma'am. Okay. Villarreal? Si. Villarreal. Yeah, Villa- okay. Let me complete the last name. And, uh, just for security purposes, can you please verify your address and date of birth? I think my, the

address is 2213 Orange Avenue, McAllen, Texas and it's 032186. Email villarreal.luis23@gmail.com? Yes. Phone number 956-878-3088? Yes, ma'am. Thank you very much. Okay. Well, you're enrolled on medical plan. Okay. Um, you got preventive care, dental, short-term disability, term life vision and hospital indemnity for employee plus family. Uh, we have your spouse as Dominic and a child, Luis. Yes. Okay. Now you want to know if they cover speech therapy? Yes, ma'am. Okay. Give me just a minute. Physical, speech or occupational. It says that, uh, physical, speech or occupational therapy facility, \$30 per day for four days. That's what they cover. If you want, like a more, a different information, you will have to, I will have to transfer your call with the, um, insurance directly with APL. Um, would you like me to do that? And I can give you their phone number as well. Yeah. Can you transfer me please, ma'am? Sure. Um, would you like to write down their phone number just in case the call get disconnected? Yes, ma'am. Hold on. Yeah. Sure. What is the phone number? 800-256-8606. Okay. Okay. So let me transfer your call with them, okay? Okay. Have a wonderful day and thank you for calling Benefits in a Cart. Thank you, ma'am. You're welcome. Mm-hmm. Bye.