

Transcript: Justin

Mills-4658254417182720-5363702667624448

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. How are you? I'm doing pretty well, and yourself? Um, I have ACL, uh, care insurance, um, insurance on that, and I have that through, uh, Time Staffing. And I'm trying to get ahold of them, um, because, um, for some reason, there's, um, certain parts of my, uh, benefits that are not going through, which seems kinda funny, um, because they will cover my insulin, they will cover my little 8-millimeter, uh, shorts for me to take my insulin. But they will not cover my test strips or my lancets for me to test my sugar. Um, um, so that may be... Let me, let me try pulling your file and see what's going on. Um, what's the staffing agency you work for one more time? I'm sorry. Um, Time Staffing. You said Time Staffing? Mm-hmm. And the last four of your Social? 8740. And what was your last name, Susan? Strohmeyer. Okay. S-T-R-O-H-N-E-Y-E-R. And for security purposes, can you verify the home address, including city, state and zip code, Susan? Hmm. Um, I don't know. I updated it with you guys, so it should be... 90 Maple Street, Lexington, Ohio 44904. And confirm your date of birth. July 4th, 1972. And a good telephone number to have is 330-641-9487. Yes, it is. And the email have as donnerkcsf@gmail? Yeah. Okay, so let's see here. So you stated that, um, the 8-millimeter shorts were not covered. No, the 8-millimeter shorts were covered. They weren't covered. The testing strips, my testing strips and my lancets are not covered. Okay, let's see here. Which doesn't make sense to me, because I need to test my sugar before I take my insulin so that I'm safe. Totally understand. Totally understand. Um, so that may honestly be a carrier question. Bear with me one second, okay? Okay.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi, Justin. How are you?

Speaker speaker_1: I'm doing pretty well, and yourself?

Speaker speaker_2: Um, I have ACL, uh, care insurance, um, insurance on that, and I have that through, uh, Time Staffing. And I'm trying to get ahold of them, um, because, um, for some reason, there's, um, certain parts of my, uh, benefits that are not going through, which seems kinda funny, um, because they will cover my insulin, they will cover my little

8-millimeter, uh, shorts for me to take my insulin. But they will not cover my test strips or my lancets for me to test my sugar.

Speaker speaker_1: Um, um, so that may be... Let me, let me try pulling your file and see what's going on. Um, what's the staffing agency you work for one more time? I'm sorry.

Speaker speaker_2: Um, Time Staffing.

Speaker speaker_1: You said Time Staffing?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 8740.

Speaker speaker_1: And what was your last name, Susan?

Speaker speaker_2: Strohmeyer.

Speaker speaker_1: Okay.

Speaker speaker_2: S-T-R-O-H-N-E-Y-E-R.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and zip code, Susan?

Speaker speaker_2: Hmm. Um, I don't know. I updated it with you guys, so it should be... 90 Maple Street, Lexington, Ohio 44904.

Speaker speaker_1: And confirm your date of birth.

Speaker speaker_2: July 4th, 1972.

Speaker speaker_1: And a good telephone number to have is 330-641-9487.

Speaker speaker_2: Yes, it is.

Speaker speaker_1: And the email have as donnerkcsf@gmail?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay, so let's see here. So you stated that, um, the 8-millimeter shorts were not covered.

Speaker speaker_2: No, the 8-millimeter shorts were covered.

Speaker speaker_1: They weren't covered.

Speaker speaker_2: The testing strips, my testing strips and my lancets are not covered.

Speaker speaker_1: Okay, let's see here.

Speaker speaker_2: Which doesn't make sense to me, because I need to test my sugar before I take my insulin so that I'm safe.

Speaker speaker_1: Totally understand. Totally understand. Um, so that may honestly be a carrier question. Bear with me one second, okay?

Speaker speaker_2: Okay.