

Transcript: Malcolm

Nash-6330941935632384-6722572169953280

Full Transcript

It's from Social Security number, this is not my ... Hello. Yes, my name is Michelle Trapp and I received my, my benefits from MAU and, um, I'm interested in, you know, like if their prescription, you know, when I go to CVS and get my, my prescription- Mm-hmm. Um. What's the last four of your social number? What do they take? Oh, 8326. First name? Michelle. That's spelled M-I-S-C-H-E-L-E T-R-A-P-P. All right. For security purposes, can you verify your address? Okay, my address is 1559 Pester Road, Newberry, South Carolina, 29108. Your date of birth. 11-29-1958. Thank you. So like your phone number, 803-924-3237? That's correct. And your email is mstrapp58@gmail.com? That's correct. And so how can I help you? Okay, um, I need to know something about the, how the benefits work. You know, how, what do I do, uh, is it the same with... uh, you know, when you go purchase something or they pay for my medicine or what? You know, what kind of plan? So, um, what exactly, any specific questions or are you just- I just need- Yeah. ... okay, like I got a prescription from CVS. Mm-hmm. And all my prescriptions was under the, uh, my other old job and now they want me to bring some, you know, bring a card in, you know, from my other job, you know. I'm no longer at the other job, so I'm with MAU. Do they take CVS cards? You know, pay, you know, is it a certain type of, certain ones, you know what? So, so- Have y'all seen your med- Yeah. Have you seen your medical card yet? I got a medical card right here, remember. Let me see. Mm-hmm. Is it, you may not have received your actual medical card yet. It should have American Public Life on it. American Public Life? Yes, ma'am 'cause that'd be your carrier- Mm-hmm. ... for the medical insurance that you have, they will help you with your prescriptions. America Car- American Public. Life. Oh, Public. Mm-hmm. Okay, American Public, okay. Hmm. So do you have that ID card? Okay. I'll have to look. I have to look back. I will have to call you back. Okay now- Thank you so much. Thank you. ... we're open until 8:00 PM Eastern Time. Okay, thank you. Was there anything else I can help you with, Ms. Trapp? Thank you, you've been very helpful. Are you talking to me, ma'am? Yes, uh-huh. Thank you very much. Did you need me to send you your medical card? Um, well, I had received it, but you can send it, send it to me. Would I get it soon? Yeah. I got eight days- Eight days. ... 'fore I purchase my medicine. So I can go ahead- And, uh- ... and send it to your email. I'm not sure- Okay. ... if you received this card 'cause it doesn't look like you called in and requested a physical copy. So otherwise it's only sent via email, so it is possible you don't have the right card that you need for your medical to, to try to use for prescriptions. Okay. All right. All right, so is Ms. Trapp, the mstrapp58@gmail.com- Yeah. ... a good email to send it to? Yeah, M-S Trapp, yeah, 58 @gmail.com. Okay, so what I'm gonna do, so I'm gonna send you your ID, your medical ID card and Benefits Guide, so you can have, so you can look and see what your plan, what plans, your plans have to offer. Okay. All right, then. Okay, do you want me to put you on a brief hold while I get that for you? Okay, go ahead. Thank you. Uh-huh. Are you

there, Ms. Trapp? Uh-huh. Right. I just sent you the Benefits Guide and your ID card in your email. Could you confirm you received it? Okay, wait a minute. Okay, let me see there on my email. Okay. Thank you for the benefit card attached. Yeah. Mm-hmm. Okay. Yes, I have it. All right, so you did receive it? Yes. All right. Well, was there anything else I could help you with today, Ms. Trapp? Thanks. Thank you very much. Okay. No problem. No. If there's anything- Okay, thanks. If there's nothing else, feel free to give us a call back later if you need any more help. We're open until 8:00 PM Eastern Time. Okay, thank you. No problem. You have a great weekend, Ms. Trapp. All right. All right, thank you. No problem.

Conversation Format

Speaker speaker_0: It's from Social Security number, this is not my ...

Speaker speaker_1: Hello. Yes, my name is Michelle Trapp and I received my, my benefits from MAU and, um, I'm interested in, you know, like if their prescription, you know, when I go to CVS and get my, my prescription-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Um.

Speaker speaker_0: What's the last four of your social number?

Speaker speaker_1: What do they take? Oh, 8326.

Speaker speaker_0: First name?

Speaker speaker_1: Michelle. That's spelled M-I-S-C-H-E-L-E T-R-A-P-P.

Speaker speaker_0: All right. For security purposes, can you verify your address?

Speaker speaker_1: Okay, my address is 1559 Pester Road, Newberry, South Carolina, 29108.

Speaker speaker_0: Your date of birth.

Speaker speaker_1: 11-29-1958.

Speaker speaker_0: Thank you. So like your phone number, 803-924-3237?

Speaker speaker_1: That's correct.

Speaker speaker_0: And your email is mstrapp58@gmail.com?

Speaker speaker_1: That's correct.

Speaker speaker_0: And so how can I help you?

Speaker speaker_1: Okay, um, I need to know something about the, how the benefits work. You know, how, what do I do, uh, is it the same with... uh, you know, when you go purchase something or they pay for my medicine or what? You know, what kind of plan?

Speaker speaker_0: So, um, what exactly, any specific questions or are you just-

Speaker speaker_1: I just need-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... okay, like I got a prescription from CVS.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And all my prescriptions was under the, uh, my other old job and now they want me to bring some, you know, bring a card in, you know, from my other job, you know. I'm no longer at the other job, so I'm with MAU. Do they take CVS cards? You know, pay, you know, is it a certain type of, certain ones, you know what? So, so-

Speaker speaker_0: Have y'all seen your med-

Speaker speaker_1: Yeah.

Speaker speaker_0: Have you seen your medical card yet?

Speaker speaker_1: I got a medical card right here, remember.

Speaker speaker_0: Let me see.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Is it, you may not have received your actual medical card yet. It should have American Public Life on it.

Speaker speaker_1: American Public Life?

Speaker speaker_0: Yes, ma'am 'cause that'd be your carrier-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... for the medical insurance that you have, they will help you with your prescriptions.

Speaker speaker_1: America Car-

Speaker speaker_0: American Public.

Speaker speaker_1: Life. Oh, Public.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay, American Public, okay. Hmm.

Speaker speaker_0: So do you have that ID card?

Speaker speaker_1: Okay. I'll have to look. I have to look back. I will have to call you back. Okay now-

Speaker speaker_0: Thank you so much.

Speaker speaker_1: Thank you.

Speaker speaker_0: ... we're open until 8:00 PM Eastern Time.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Was there anything else I can help you with, Ms. Trapp?

Speaker speaker_1: Thank you, you've been very helpful.

Speaker speaker_0: Are you talking to me, ma'am?

Speaker speaker_1: Yes, uh-huh. Thank you very much.

Speaker speaker_0: Did you need me to send you your medical card?

Speaker speaker_1: Um, well, I had received it, but you can send it, send it to me. Would I get it soon?

Speaker speaker_0: Yeah.

Speaker speaker_1: I got eight days-

Speaker speaker_0: Eight days.

Speaker speaker_1: ... 'fore I purchase my medicine.

Speaker speaker_0: So I can go ahead-

Speaker speaker_1: And, uh-

Speaker speaker_0: ... and send it to your email. I'm not sure-

Speaker speaker_1: Okay.

Speaker speaker_0: ... if you received this card 'cause it doesn't look like you called in and requested a physical copy. So otherwise it's only sent via email, so it is possible you don't have the right card that you need for your medical to, to try to use for prescriptions.

Speaker speaker_1: Okay. All right.

Speaker speaker_0: All right, so is Ms. Trapp, the mstrapp58@gmail.com-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... a good email to send it to?

Speaker speaker_1: Yeah, M-S Trapp, yeah, 58 @gmail.com.

Speaker speaker_0: Okay, so what I'm gonna do, so I'm gonna send you your ID, your medical ID card and Benefits Guide, so you can have, so you can look and see what your plan, what plans, your plans have to offer.

Speaker speaker_1: Okay. All right, then.

Speaker speaker_0: Okay, do you want me to put you on a brief hold while I get that for you?

Speaker speaker_1: Okay, go ahead.

Speaker speaker_0: Thank you.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Are you there, Ms. Trapp?

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Right. I just sent you the Benefits Guide and your ID card in your email. Could you confirm you received it?

Speaker speaker_1: Okay, wait a minute. Okay, let me see there on my email. Okay. Thank you for the benefit card attached. Yeah. Mm-hmm. Okay. Yes, I have it.

Speaker speaker_0: All right, so you did receive it?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. Well, was there anything else I could help you with today, Ms. Trapp?

Speaker speaker_1: Thanks. Thank you very much. Okay.

Speaker speaker_0: No problem.

Speaker speaker_1: No.

Speaker speaker_0: If there's anything-

Speaker speaker_1: Okay, thanks.

Speaker speaker_0: If there's nothing else, feel free to give us a call back later if you need any more help. We're open until 8:00 PM Eastern Time.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: No problem. You have a great weekend, Ms. Trapp.

Speaker speaker_1: All right. All right, thank you.

Speaker speaker_0: No problem.