

## **Transcript: Pamela**

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### **Full Transcript**

Thank you for calling Benefits and Accords. This is Pamela speaking. How may I help you? Hi, Pamela. Are you with the APL through MAU? We are the administrator for the health insurance for MAU. So it would be the APL. Oh, okay. Okay, I got a question. Yes? No, I got a question for you. Okay. I'm engaged to be... I'm engaged to be married, but she's foreign. She don't have a Social Security Number or anything right now. Do I call y'all after we're married, or can I set it up before we get married? 'Cause we'll probably be married by the middle of next month. No, you have to give us a call after you get married within the 30 days. If you allow me- Within the 30 days? Yes. Allow me pull up your account so I could send you an e-mail with the paperwork that you're gonna need when you reach out to us again so that way you already have it. Okay. My name is Charlie Hawkins. And I will need the last four digits of your Social. 1515. 1515, okay. And can you repeat your name for me, sir? Charlie Hawkins. Mr. Hawkins, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. Okay, address should be 9698 Patriot Boulevard, Apartment 606 , excuse me, Lansing, South Carolina, 29456. And the last four of my Social is 1515. The date of birth? I'm sorry, say that again? Uh, you gave me the last four before, and, uh, the address and the date of birth. Oh, date of birth, 11/10/1958. Thank you. So we have the telephone number of file 901-291-9689, and your e-mail is your last name, your first name 31@gmail.com? Yes, ma'am. Okay. So Mr. Hawkins, this is the way it's gonna work. I'm gonna go ahead and e-mail you- Mm-hmm. ... uh, the instructions of what we're gonna need after you get married. Okay. Uh, make sure you do it within the 30 days, so within- Within- ... the window- Okay. ... of the first 30 days. Okay. Um- Okay. ... after you send that information, it takes about 72 hours for us to get back to you- Mm-hmm. ... and let you know- Okay. ... that, yes, you are eligible to enroll over or if we need any other information. Okay. All right? All right. Um- And thank you. No problem. Anything else I could do for you, sir? No, ma'am, that's what I was just trying to find out because I've, uh, I'm pretty sure you can go and get some claims from M-, um, MSUC from... I was in emergency last night and I've been having pneumonia for the last week. Oh. I'm a little over it, but I, but had, but had a bad fluid build up on my body, I just wanted to make sure if it just, just pneumonia and nothing else going on with me. Uh-huh. That's it. Oh, well- Yeah. ... well, that will be APL. We do not process the, the f- the claims here, though. Right. Right. Yeah. Uh, I'm glad you're feeling better today and still looking forward- Yeah, I'm getting ready to go pick a prescription right now. Oh, okay. And get me some heavier, heavier antibiotics to take to just get this stuff out of my system. Sure. And congratulations on your wedding, sir. All right, thank you. All right. All right, have a... have a good, blessed day and thank you for the info. You too. All right. Mm-hmm. All right, bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits and Accords. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Hi, Pamela. Are you with the APL through MAU?

Speaker speaker\_0: We are the administrator for the health insurance for MAU. So it would be the APL.

Speaker speaker\_1: Oh, okay. Okay, I got a question.

Speaker speaker\_0: Yes?

Speaker speaker\_1: No, I got a question for you.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I'm engaged to be... I'm engaged to be married, but she's foreign. She don't have a Social Security Number or anything right now. Do I call y'all after we're married, or can I set it up before we get married? 'Cause we'll probably be married by the middle of next month.

Speaker speaker\_0: No, you have to give us a call after you get married within the 30 days. If you allow me-

Speaker speaker\_1: Within the 30 days?

Speaker speaker\_0: Yes. Allow me pull up your account so I could send you an e-mail with the paperwork that you're gonna need when you reach out to us again so that way you already have it.

Speaker speaker\_1: Okay. My name is Charlie Hawkins.

Speaker speaker\_0: And I will need the last four digits of your Social.

Speaker speaker\_1: 1515.

Speaker speaker\_0: 1515, okay. And can you repeat your name for me, sir?

Speaker speaker\_1: Charlie Hawkins.

Speaker speaker\_0: Mr. Hawkins, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker\_1: Okay, address should be 9698 Patriot Boulevard, Apartment 606 , excuse me, Lansing, South Carolina, 29456. And the last four of my Social is 1515.

Speaker speaker\_0: The date of birth?

Speaker speaker\_1: I'm sorry, say that again?

Speaker speaker\_0: Uh, you gave me the last four before, and, uh, the address and the date of birth.

Speaker speaker\_1: Oh, date of birth, 11/10/1958.

Speaker speaker\_0: Thank you. So we have the telephone number of file 901-291-9689, and your e-mail is your last name, your first name 31@gmail.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. So Mr. Hawkins, this is the way it's gonna work. I'm gonna go ahead and e-mail you-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... uh, the instructions of what we're gonna need after you get married.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Uh, make sure you do it within the 30 days, so within-

Speaker speaker\_1: Within-

Speaker speaker\_0: ... the window-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... of the first 30 days.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... after you send that information, it takes about 72 hours for us to get back to you-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... and let you know-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... that, yes, you are eligible to enroll over or if we need any other information.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right?

Speaker speaker\_1: All right.

Speaker speaker\_0: Um-

Speaker speaker\_1: And thank you.

Speaker speaker\_0: No problem. Anything else I could do for you, sir?

Speaker speaker\_1: No, ma'am, that's what I was just trying to find out because I've, uh, I'm pretty sure you can go and get some claims from M-, um, MSUC from... I was in emergency last night and I've been having pneumonia for the last week.

Speaker speaker\_0: Oh.

Speaker speaker\_1: I'm a little over it, but I, but had, but had a bad fluid build up on my body, I just wanted to make sure if it just, just pneumonia and nothing else going on with me.

Speaker speaker\_0: Uh-huh. That's it. Oh, well-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... well, that will be APL. We do not process the, the f- the claims here, though.

Speaker speaker\_1: Right. Right. Yeah.

Speaker speaker\_0: Uh, I'm glad you're feeling better today and still looking forward-

Speaker speaker\_1: Yeah, I'm getting ready to go pick a prescription right now.

Speaker speaker\_0: Oh, okay.

Speaker speaker\_1: And get me some heavier, heavier antibiotics to take to just get this stuff out of my system.

Speaker speaker\_0: Sure. And congratulations on your wedding, sir.

Speaker speaker\_1: All right, thank you.

Speaker speaker\_0: All right.

Speaker speaker\_1: All right, have a... have a good, blessed day and thank you for the info.

Speaker speaker\_0: You too. All right.

Speaker speaker\_1: Mm-hmm. All right, bye-bye.