

Transcript: VICTORIA

Taylor-5369990301794304-4536749466501120

Full Transcript

Thank you for calling Benefits and Guard. This is Victoria. How can I help you? Yes, ma'am. My name is Lynn McInelly, and I have y'all's insurance, and my doctor wants me to go to a Pain Management Center of America. And, but I need to know if y'all cover, if y'all will cover it, cover it 'cause it's a specialty clinic. Okay. Um, so we're just your benefits administrators. Um, we are not the actual insurance company, so I can't say whether that will be covered or not. But, um, let me pull up your files so I can see who exactly you have coverage through. Okay. One just- I wonder if it's Humana. It might be Humana. I don't know. I know it ain't worth the shit for prescriptions. I know that. What's the, uh, name of the agency you work for? WorkSource. And the last four of your social? 7591. And let's see, your first and last name again. Lynn McInelly. Do you mind verifying your address and date of birth? 1801 Thomas Point, Mountain Bird, Arkansas, 4-5-1965. Okay. And then phone number, 479-217-5687? 85. Okay. I'm sorry, 479-217-5685. Yes. And then the mailing address, you said it should be 1801... Thomas Point. Okay. We just have the numbers incorrect, so I will update that. And then email is gonna be M-C-A-L-Y-M... or I'm sorry, M-C-A-L-Y-N pam@gmail.com? Yes. Okay. So it looks like you have the medical with American Public Life, and I can give you their phone number if you have a way to write that down. I don't, I don't and I mean, uh, I tried to call their number, and... That 800 number and it's server or something, and I don't... Uh, let me see if I can get it on the phone or type it in on the phone, uh, without hanging up on you. God, how do I do this? I don't know. I, I, I... It's just too goddamn stressful for me, man. I am, I'm just stressed. I'm stressed the hell out. Okay. Um, I can try and transfer you over to them. Okay. Do that. Okay. Give me just a few seconds.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Guard. This is Victoria. How can I help you?

Speaker speaker_1: Yes, ma'am. My name is Lynn McInelly, and I have y'all's insurance, and my doctor wants me to go to a Pain Management Center of America. And, but I need to know if y'all cover, if y'all will cover it, cover it 'cause it's a specialty clinic.

Speaker speaker_0: Okay. Um, so we're just your benefits administrators. Um, we are not the actual insurance company, so I can't say whether that will be covered or not. But, um, let me pull up your files so I can see who exactly you have coverage through.

Speaker speaker_1: Okay.

Speaker speaker_0: One just-

Speaker speaker_1: I wonder if it's Humana. It might be Humana. I don't know. I know it ain't worth the shit for prescriptions. I know that.

Speaker speaker_0: What's the, uh, name of the agency you work for?

Speaker speaker_1: WorkSource.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 7591.

Speaker speaker_0: And let's see, your first and last name again.

Speaker speaker_1: Lynn McInelly.

Speaker speaker_0: Do you mind verifying your address and date of birth?

Speaker speaker_1: 1801 Thomas Point, Mountain Bird, Arkansas, 4-5-1965.

Speaker speaker_0: Okay. And then phone number, 479-217-5687?

Speaker speaker_1: 85.

Speaker speaker_0: Okay. I'm sorry, 479-217-5685.

Speaker speaker_1: Yes.

Speaker speaker_0: And then the mailing address, you said it should be 1801...

Speaker speaker_1: Thomas Point.

Speaker speaker_0: Okay. We just have the numbers incorrect, so I will update that. And then email is gonna be M-C-A-L-Y-M... or I'm sorry, M-C-A-L-Y-N pam@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So it looks like you have the medical with American Public Life, and I can give you their phone number if you have a way to write that down.

Speaker speaker_1: I don't, I don't and I mean, uh, I tried to call their number, and... That 800 number and it's server or something, and I don't... Uh, let me see if I can get it on the phone or type it in on the phone, uh, without hanging up on you. God, how do I do this? I don't know. I, I, I... It's just too goddamn stressful for me, man. I am, I'm just stressed. I'm stressed the hell out.

Speaker speaker_0: Okay. Um, I can try and transfer you over to them.

Speaker speaker_1: Okay. Do that.

Speaker speaker_0: Okay. Give me just a few seconds.