

## **Transcript: VICTORIA**

**Taylor-5879510105276416-6247610545815552**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Cardha. This is Victoria. Hey, how you doing, V- Victoria? Good. How are you? I'm all right. My name is Alfredo McGraw. My address is 230 Local Mountain Road Extension, Greenville, South Carolina. ZIP code is 29615. My social is 3501. My birthday is October 14, 1962. Is, is this the eligibility... If this the, if this is my, um, my job, my job, for my job, for my security, uh, for my insurance? Yes, sir. We administer medical insurance for staffing agencies. Okay. Okay. What's the name of the agency you work for? It's, it's APL. Is that the name of the agency you work for? No, MAU. Okay. What did you need help with, sir? I just got off this company... got off the phone with the insurance company. They saying I need eligibility and, and, and something else about the claim, because I keep... All day I've been getting the runaround. Y'all tell me to call the insurance company. I reached out to the insurance company. They tell me to call y'all back and let, let y'all know that they waive no eligibility for the claims or something that's going on that's holding me back from getting an MRI done on me. Okay. I mean, I can look and see if your coverage is active. Is that what they're referring to? I don't know what is being referred to. Those guys just keep... I keep getting... I have to call y'all and then y'all tell me to call the insurance company. The insurance company tell me to reach back out to y'all. It's just like I'm just getting run around in a circle. I've been paying... I've been having this coverage, this insurance coverage, whatever, for almost a year. And when it's time for me to use it, I'm going through a headache just to use this and they telling... I'm in pain and they telling me that it's going to take me another five to six weeks to get an MRI done. Okay. So, sir, we're just your benefits administrators. I mean, I can look and see if your coverage is active. Don't worry about it. Don't worry about it. Don't worry about it.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on a Cardha. This is Victoria.

Speaker speaker\_2: Hey, how you doing, V- Victoria?

Speaker speaker\_1: Good. How are you?

Speaker speaker\_2: I'm all right. My name is Alfredo McGraw. My address is 230 Local Mountain Road Extension, Greenville, South Carolina. ZIP code is 29615. My social is 3501. My birthday is October 14, 1962. Is, is this the eligibility... If this the, if this is my, um, my job, my job, for my job, for my security, uh, for my insurance?

Speaker speaker\_1: Yes, sir. We administer medical insurance for staffing agencies.

Speaker speaker\_2: Okay. Okay.

Speaker speaker\_1: What's the name of the agency you work for?

Speaker speaker\_2: It's, it's APL.

Speaker speaker\_1: Is that the name of the agency you work for?

Speaker speaker\_2: No, MAU.

Speaker speaker\_1: Okay. What did you need help with, sir?

Speaker speaker\_2: I just got off this company... got off the phone with the insurance company. They saying I need eligibility and, and, and something else about the claim, because I keep... All day I've been getting the runaround. Y'all tell me to call the insurance company. I reached out to the insurance company. They tell me to call y'all back and let, let y'all know that they waive no eligibility for the claims or something that's going on that's holding me back from getting an MRI done on me.

Speaker speaker\_1: Okay. I mean, I can look and see if your coverage is active. Is that what they're referring to?

Speaker speaker\_2: I don't know what is being referred to. Those guys just keep... I keep getting... I have to call y'all and then y'all tell me to call the insurance company. The insurance company tell me to reach back out to y'all. It's just like I'm just getting run around in a circle. I've been paying... I've been having this coverage, this insurance coverage, whatever, for almost a year. And when it's time for me to use it, I'm going through a headache just to use this and they telling... I'm in pain and they telling me that it's going to take me another five to six weeks to get an MRI done.

Speaker speaker\_1: Okay. So, sir, we're just your benefits administrators. I mean, I can look and see if your coverage is active.

Speaker speaker\_2: Don't worry about it. Don't worry about it. Don't worry about it.