



Marcy has a hard time seeing and needs her provider directory in large print.



Gayle was in a car accident and wants to know who will cover her bill for her trip to the emergency room.



George is going out of town but needs to fill his medications before he leaves.



Josie is new to the plan and in her third trimester of pregnancy. Her OB/GYN is not in network but she needs to continue seeing the same doctor until she gives birth.



Joseph lives in New Jersey and needs to change his daughter's PCP, but is not listed on the account.



David has received a letter in the mail asking him to pay for a doctor visit that should have been covered by UHC.



Allison cannot get her medications because there is a primary insurance listed on her account that is no longer active.



Desmond calls in and explains he has a medical issue, but feels like no one cares. He tells you that if he doesn't get the help he needs he may hurt someone.



Joe's account is listed as terminated in facets, but he just spoke with the state enrollment department who told him he is active with our plan.



Jaxon's mother is calling because the doctor listed on his card is not the one he usually sees.

