Transcript: Chris Sofield (deactivated)-4608527207809024-6347943328661504

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hi, Chris. Um, I'm calling to see where my, um, insur- insurance cards are. I haven't got them in the mail and it's been a month since I've- Okay. ... talked to y'all. Okay, ma'am. Uh, what staffing company do you work with? Um, MAU. WorkFirst does. Okay. Okay. And the last four of your Social? 8748. All right, and your first and last name? Williams. Sorry, the last name is Williams. What's the first name? Um, Summers. Thank you. Ms. Williams, could you verify your address and your date of birth for me? Um, 304 Pittsburgh Drive, North Carolina 29730. And my date of birth? Yes, ma'am. 06/09/2001. Okay, thank you. One moment. All right. And then, looks like we have a phone number on file of 501-7628. Is that correct? Yes. Okay. So I see that... Yeah, you did call on the 23rd to enroll into dental and open enrollment. Now, que- uh, a question for you, uh, because our system shows that the only, um, higher date on file, uh, to send anything related to deductions to MAU for them to start taking those is from 2020. Have... Are you currently working through MAU at this time or have you not yet started any assignments? Um, I've been working there for five years. Hmm. Okay. So then, at this point, the, the issue seems to be that we're currently waiting on MAU to start taking those deductions. We've sent everything on over to them to start those deductions, they just haven't done so yet. Um- The deductions been sent already. I checked my pay stubs. When did you see that happen? I just haven't... Um, actually, well, I got paid today so it's been happening since my last paycheck. So it's been filed- I'm just waiting on my insurance cards. Right. So, but, so I'm... That's the point I'm getting to. So the first deduction that you saw was out of last week's paycheck or today's paycheck? Um, both. No, no, no. Not, not did you see deductions off of both? When was the first deduction you saw? Yeah, it was, um, the last, last paycheck. You saw- That was the first. You saw a deduction. So your first deduction was on the paycheck you received last week? No, it wasn't last week. It was two weeks ago. Two weeks ago? Okay. So that's, that's where we're trying to get at. Like, when did you see that first deduction? Because based on that, it sounds like that the deductions are happening, but we're not receiving that information to be able to, to be able to send that over to the carrier so they can start pro- like actually generating your policy information. Um, all right. So, what I'll need to do firs- uh, in this case is,, uh, can you confirm... We have your email on file, williams.summers@yahoo.com. Is that correct? Yes. All right. I'm going to send you an in-... I'm going to send you an email, uh, r- requesting documentation. What I want you to do is reply to that email, follow the instructions, and send us the copies of the pay stub where you're seeing those deductions. That way we can investigate and see why you're seeing those deductions but that's not getting over to us properly, uh, which is causing a delay in when your insurance should start. Uh, again, I'm not sure why. We need to investigate, but we haven't gotten anything from MAU yet. Okay. And,

and what happens, um, when I send you the, uh, paper trail? We will. We will. Are you going to call me back? Yes. So give us 24 to 48 business hours to review the information you send us and conduct whatever investigations we need to conduct, uh, contact MAU if we need to to determine every- what's going on. And once, once everything that we needed to review has been done, they'll give you a call back and let you know what's going on and if anything further needs to be done at that point. Okay. Um, when are you sending that email? I've just sent it. It's coming from- Okay. ... info@benefitsinacard.com. So, send that back to us and then our back office will need to review it. Again, 24 to 48 business hours and we'll be back in touch with you. Okay. And what's your name? My name is Chris. Okay. Thank you, Chris. No problem. Anything else? That's it. All right. Thanks again for calling and have a wonderful day. You too. Bye. Bye now.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_2: Hi, Chris. Um, I'm calling to see where my, um, insur- insurance cards are. I haven't got them in the mail and it's been a month since I've-

Speaker speaker_1: Okay.

Speaker speaker_2: ... talked to y'all.

Speaker speaker_1: Okay, ma'am. Uh, what staffing company do you work with?

Speaker speaker_2: Um, MAU. WorkFirst does.

Speaker speaker_1: Okay. Okay. And the last four of your Social?

Speaker speaker_2: 8748.

Speaker speaker_1: All right, and your first and last name?

Speaker speaker_2: Williams.

Speaker speaker_1: Sorry, the last name is Williams. What's the first name?

Speaker speaker_2: Um, Summers.

Speaker speaker_1: Thank you. Ms. Williams, could you verify your address and your date of birth for me?

Speaker speaker_2: Um, 304 Pittsburgh Drive, North Carolina 29730. And my date of birth?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: 06/09/2001.

Speaker speaker_1: Okay, thank you. One moment. All right. And then, looks like we have a phone number on file of 501-7628. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So I see that... Yeah, you did call on the 23rd to enroll into dental and open enrollment. Now, que- uh, a question for you, uh, because our system shows that the only, um, higher date on file, uh, to send anything related to deductions to MAU for them to start taking those is from 2020. Have... Are you currently working through MAU at this time or have you not yet started any assignments?

Speaker speaker_2: Um, I've been working there for five years.

Speaker speaker_1: Hmm. Okay. So then, at this point, the, the issue seems to be that we're currently waiting on MAU to start taking those deductions. We've sent everything on over to them to start those deductions, they just haven't done so yet. Um-

Speaker speaker_2: The deductions been sent already. I checked my pay stubs.

Speaker speaker_1: When did you see that happen?

Speaker speaker_2: I just haven't... Um, actually, well, I got paid today so it's been happening since my last paycheck.

Speaker speaker_1: So it's been filed-

Speaker speaker_2: I'm just waiting on my insurance cards.

Speaker speaker_1: Right. So, but, so I'm... That's the point I'm getting to. So the first deduction that you saw was out of last week's paycheck or today's paycheck?

Speaker speaker_2: Um, both.

Speaker speaker_1: No, no, no. Not, not did you see deductions off of both? When was the first deduction you saw?

Speaker speaker_2: Yeah, it was, um, the last, last paycheck.

Speaker speaker_1: You saw-

Speaker speaker_2: That was the first.

Speaker speaker_1: You saw a deduction. So your first deduction was on the paycheck you received last week?

Speaker speaker_2: No, it wasn't last week. It was two weeks ago.

Speaker speaker_1: Two weeks ago? Okay. So that's, that's where we're trying to get at. Like, when did you see that first deduction? Because based on that, it sounds like that the deductions are happening, but we're not receiving that information to be able to, to be able to send that over to the carrier so they can start pro- like actually generating your policy information. Um, all right. So, what I'll need to do firs- uh, in this case is,, uh, can you confirm... We have your email on file, williams.summers@yahoo.com. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. I'm going to send you an in-... I'm going to send you an email, uh, r- requesting documentation. What I want you to do is reply to that email, follow the instructions, and send us the copies of the pay stub where you're seeing those deductions. That way we can investigate and see why you're seeing those deductions but that's not getting over to us properly, uh, which is causing a delay in when your insurance should start. Uh, again, I'm not sure why. We need to investigate, but we haven't gotten anything from MAU yet.

Speaker speaker_2: Okay. And, and what happens, um, when I send you the, uh, paper trail?

Speaker speaker_1: We will. We will.

Speaker speaker_2: Are you going to call me back?

Speaker speaker_1: Yes. So give us 24 to 48 business hours to review the information you send us and conduct whatever investigations we need to conduct, uh, contact MAU if we need to to determine every- what's going on. And once, once everything that we needed to review has been done, they'll give you a call back and let you know what's going on and if anything further needs to be done at that point.

Speaker speaker_2: Okay. Um, when are you sending that email?

Speaker speaker_1: I've just sent it. It's coming from-

Speaker speaker_2: Okay.

Speaker speaker_1: ... info@benefitsinacard.com. So, send that back to us and then our back office will need to review it. Again, 24 to 48 business hours and we'll be back in touch with you.

Speaker speaker_2: Okay. And what's your name?

Speaker speaker_1: My name is Chris.

Speaker speaker_2: Okay. Thank you, Chris.

Speaker speaker_1: No problem. Anything else?

Speaker speaker_2: That's it.

Speaker speaker_1: All right. Thanks again for calling and have a wonderful day.

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Bye now.