

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Um, yes. My name is Britney Rose. I was calling about my benefits that I see that is not coming out of my check no more. I was trying to see, did they cut my insurance off or what? Okay. Uh, what staffing company do you work with? Uh, MAU Workforce Solutions. And the last four of your Social? 7007. Okay. All right, Ms. Rose. Could you verify your address and your date of birth for me? 104 1st Family Drive, Gatlin, Alabama 36345, 4/14/89. Thank you. Phone number to file is 334-405-4202? Yes, sir. Okay. Okay. Yeah. So what it looks like is that, um, there was a... It looks like there was a gap maybe between assignments back in July, um, and that was long enough for the coverage to roll off into COBRA eligibility, meaning it's no longer coming out of your paychecks because there wasn't anything for it to draw from. Um, but are, uh... But quick question, um, I assume you are currently working through MAU again at this time? Yes, sir. I was on workman comp. Okay. So yeah, that would, that would explain it 'cause there wasn't, there wasn't a paycheck to draw from. After, after enough time it ended up kind of rolling off on its own. Now that you're back at work, we can go ahead and reinstate that for you. Give me just a moment to set that up, okay? Okay. All right. That'll be, uh, that medical, dental, vision for you, and then life for you and your child, uh, totaling \$25.59 a week. We authorize MAU to make those deductions. Yes, sir. All right. It's going to take about a week or two for the reinstatement to process. Once processing is complete, you should start seeing those deductions coming out of your checks again. Once that starts happening, the Monday after that your policies should be effective once more and your ID card should just be, be usable again. Okay. I have a question now. I didn't know that they were... that they canceled or whatever, and I had just went to the doctor. Um, unfortunately, anything that would have been done during the lapse is not going to be covered as it's considered like you're, you didn't have insurance at that time, and reinstatement can only go moving forward. Mm. So I be looking for a 30 day. Okay. Okay. All right. Anything else? Uh, no, sir. All right. Thanks again for calling and have a wonderful day. All right. You too. All right. 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 on a Card. This is Chris. How can I help you today?

Speaker speaker_2: Um, yes. My name is Britney Rose. I was calling about my benefits that I see that is not coming out of my check no more. I was trying to see, did they cut my insurance off or what?

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

Speaker speaker_2: Uh, MAU Workforce Solutions.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 7007.

Speaker speaker_1: Okay. All right, Ms. Rose. Could you verify your address and your date of birth for me?

Speaker speaker_2: 104 1st Family Drive, Gatlin, Alabama 36345, 4/14/89.

Speaker speaker_1: Thank you. Phone number to file is 334-405-4202?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. Okay. Yeah. So what it looks like is that, um, there was a... It looks like there was a gap maybe between assignments back in July, um, and that was long enough for the coverage to roll off into COBRA eligibility, meaning it's no longer coming out of your paychecks because there wasn't anything for it to draw from. Um, but are, uh... But quick question, um, I assume you are currently working through MAU again at this time?

Speaker speaker_2: Yes, sir. I was on workman comp.

Speaker speaker_1: Okay. So yeah, that would, that would explain it 'cause there wasn't, there wasn't a paycheck to draw from. After, after enough time it ended up kind of rolling off on its own. Now that you're back at work, we can go ahead and reinstate that for you. Give me just a moment to set that up, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: All right. That'll be, uh, that medical, dental, vision for you, and then life for you and your child, uh, totaling \$25.59 a week. We authorize MAU to make those deductions.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right. It's going to take about a week or two for the reinstatement to process. Once processing is complete, you should start seeing those deductions coming out of your checks again. Once that starts happening, the Monday after that your policies should be effective once more and your ID card should just be, be usable again.

Speaker speaker_2: Okay. I have a question now. I didn't know that they were... that they canceled or whatever, and I had just went to the doctor.

Speaker speaker_1: Um, unfortunately, anything that would have been done during the lapse is not going to be covered as it's considered like you're, you didn't have insurance at that time,

and reinstatement can only go moving forward.

Speaker speaker_2: Mm. So I be looking for a 30 day. Okay. Okay.

Speaker speaker_1: All right. Anything else?

Speaker speaker_2: Uh, no, sir.

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

Speaker speaker_2: All right. You too.

Speaker speaker_1: All right. Bye now.