

## Transcript: Chris Sofield

(deactivated)-6564936822341632-4975071865389056

### Full Transcript

Thank you for calling... This is Chris, how can I help you? Are you... I am f-... I think your line's breaking up a little bit. Um, my name is Kayla. Um, I have a policy through APL for dental. Okay. Um, and I am trying to expedite getting, um, it... So, what she told me to tell you, I'm waiting on eligibility to pay my dentist, saying that I have, like, approval that I actually have APL, because I have an- a- another upcoming appointment but they are wanting to collect payment from me, if that makes sense. I- I'm not sure, 'cause we're just the enrollment administrator for your place of employment. Anything related to payment claims or anything like that should be going through APL. I'm not sure why they would direct you to us. She said that you would h- be the one that would be pushing it through, saying that I do indeed have the insurance. So they're waiting on that to be pushed through so the dentist can get paid. Am I calling, um- Okay. ... Clinical Staffing Resources? I, uh, she transferred me, so I'm trying to figure out... Oh, okay. I think I may understand what it is that she's trying to get at. It sounds like that there's a... there's a disconnect in what y- is showing as far as you should have coverage for, for a date, uh, for a t- period of time, um, and what APL is showing that they've received that you have coverage for that date of time. Um, let me pull your file up and see if there's anything- Okay. ... that I may be able to figure out from looking at that. You said you're with Clinical Staffing Resources? Yes. I was... A- are you through APL, or are you third-party? We're third-party. We're... This is Benefits on a Card. Okay. Well- We are the adminis- we're the administrator- Okay. ... for our clinic staffing. Okay. And what's the last four of your Social, ma'am? Um, 9085. And your, uh, your last name, Kayla? Sagliano. Thank you. Can you verify your address and your date of birth for me? Of course. It's 10364 Lavender Aster Trail, San Antonio, Florida 33576. And did you say my birthday? Yes, date of birth. Oh, yeah. Um, 8-6-87. Thank you. Um, we have a phone number on file of 529-4318. Is that correct? Yes, that's correct. Okay. ... Okay, and quick question. When, uh... Did you receive a paycheck last week? Um, I thought so. I can log in, but I thought so. Yeah, because our system- We did have... Okay, so I, I did have a break, um, because... So I work in a school- Right. ... and so they would have had a break, but that would have been already... Let me look. I'm, I'm just going to pull up my banking account to tell you. So, my last, um, paycheck would have been on 2-7. Okay. Are you able- And then, the one previously was 1-31. Ma'am, are you able to view your pay stubs themselves to check to see if a deduction happened? Hmm. Let me see if I can figure that out. Because at the moment, our system does not reflect that any deductions have been received for any coverage for this week. Mm-hmm. And I have it on auto- mm-, automatic deduction, so I'm not sure why... I don't know if I know how to get in. That may be a question for your payroll team then. You- We'll- You may want to get in contact with Clinical Staffing and speak with the payroll team to see if your... to figure out how you can view those pay stubs, and check to see if you s- if there was a deduction at of- out of your paycheck last

week. Um, without being able to view those pay stubs, we cannot confirm or deny that, that anything was received. At this moment, our system doesn't show it, but it, there could... it's, it's possible that there's a delay in us getting that from Clinical Staffing, or it's possible that it didn't happen when it should have. But un- until we can confirm that, um, then we, uh, I, there isn't unfortunately anything I'd be able to do to help with this situation. Okay. Let me try one more time with a different... I'm just trying to log me into, like, my, one of my old accounts and see if that'll do it while I have you on the phone, if it works. Uh-uh, sorry, no. I haven't honestly logged into this yet, but it looks like it's logging in. Perfect, email. So... On... So February 7th, my last paycheck, the benefits for dental was 389 and that was deducted on that paycheck it looks like. Um- Okay. So then there's this situation of- And then the full... Like, the actual... Yeah, it is. Yeah. Then there's the situation of for some reason while that deduction happened, we did not receive that information from clinical staffing, meaning that it could not go to APL to show that you have coverage. Um, I'm going to send you an email, um, requesting documentation. If you could send that pay stub to us for review, so we can figure out why we didn't get that information from clinical staffing, and we can determine, uh, what needs to be done to correct that. That way you're able to be... Uh, you're able to get any dental claims or anything dental relay, uh, related- Okay. ... handled this week. Can you confirm- Okay. ... your email address on file? kayla.m.sagliano@gmail.com? Yes. That's correct. And as soon as you emailed me- Okay. ... I just screenshotted it and I can forward it right to you. Okay. Now it's gonna have to... It's gonna be reviewed by our back office team, um, so it does take about a day or two- Okay. ... for everything to fully be reviewed. So I won't be able to tell you in a... In any response right off the bat. Um, once I hear back from the back office team- Okay. ... on, on what's going on with that, I can give you a call back and let you know what's going on. Okay? Okay. I do have an upcoming appointment. Um, it would be next week, um, M- on Monday. Are you able to get back to me yet this week so I don't have an issue when I go there? Yeah. No, you'll, you'll hear back from me within the next day or two. Okay. I just want to make sure I don't have any issues when I go there. No, I understand, ma'am, but yeah, you should, you should hear back from me within, uh, within the next day or two. If for some reason you have not heard back from me by Thursday, feel free to give us a call back for a follow-up. Okay, perfect. All right. Um, was there anything else I could help you with, Ms. Sagliano? Um, so are you emailing currently? Okay. It looks like pay stub. Okay, so I just reply back to this, um- Yeah, just- ... email? Yeah, just reply back to that. Is that ? Yeah, just reply back to that e- with the, uh, with the pay stub attached. It'll get forwarded to our back office team and once, uh, once they've reviewed it and made a determination on what needs to happen to get this resolved, we'll be back in touch with you to let you know what the next steps are. Okay. And I just want to verify, um, the lady that transferred me to you, I just want to verify your phone number. It's... So it's 800 and it's 497-4856? Yes, ma'am. Okay, perfect. And do I ask e- for you specifically or... Um, you can. Uh, if I'm available, they may be able to transfer you to me. Otherwise, any, any one of our representatives should be able to see the, uh, see the update as our back office teams will leave notes on the, on the file as well. Okay, perfect. What is your name? My name is Chris. Chris. Okay, perfect. Thank you so much, Chris. No problem, ma'am. Was there anything else I could help you with? Um, nope. I look forward to getting a call from you, uh, later this week. All right then. Well, if that is everything for now, thanks again for calling and you have a good night. Thank you. You have a good night as well. All right. Bye now. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling... This is Chris, how can I help you?

Speaker speaker\_1: Are you... I am f-... I think your line's breaking up a little bit. Um, my name is Kayla. Um, I have a policy through APL for dental.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Um, and I am trying to expedite getting, um, it... So, what she told me to tell you, I'm waiting on eligibility to pay my dentist, saying that I have, like, approval that I actually have APL, because I have an- a- another upcoming appointment but they are wanting to collect payment from me, if that makes sense.

Speaker speaker\_0: I- I'm not sure, 'cause we're just the enrollment administrator for your place of employment. Anything related to payment claims or anything like that should be going through APL. I'm not sure why they would direct you to us.

Speaker speaker\_1: She said that you would h- be the one that would be pushing it through, saying that I do indeed have the insurance. So they're waiting on that to be pushed through so the dentist can get paid. Am I calling, um-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... Clinical Staffing Resources? I, uh, she transferred me, so I'm trying to figure out...

Speaker speaker\_0: Oh, okay. I think I may understand what it is that she's trying to get at. It sounds like that there's a... there's a disconnect in what y- is showing as far as you should have coverage for, for a date, uh, for a t- period of time, um, and what APL is showing that they've received that you have coverage for that date of time. Um, let me pull your file up and see if there's anything-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... that I may be able to figure out from looking at that. You said you're with Clinical Staffing Resources?

Speaker speaker\_1: Yes. I was... A- are you through APL, or are you third-party?

Speaker speaker\_0: We're third-party. We're... This is Benefits on a Card.

Speaker speaker\_1: Okay. Well-

Speaker speaker\_0: We are the adminis- we're the administrator-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... for our clinic staffing. Okay. And what's the last four of your Social, ma'am?

Speaker speaker\_1: Um, 9085.

Speaker speaker\_0: And your, uh, your last name, Kayla?

Speaker speaker\_1: Sagliano.

Speaker speaker\_0: Thank you. Can you verify your address and your date of birth for me?

Speaker speaker\_1: Of course. It's 10364 Lavender Aster Trail, San Antonio, Florida 33576. And did you say my birthday?

Speaker speaker\_0: Yes, date of birth.

Speaker speaker\_1: Oh, yeah. Um, 8-6-87.

Speaker speaker\_0: Thank you. Um, we have a phone number on file of 529-4318. Is that correct?

Speaker speaker\_1: Yes, that's correct.

Speaker speaker\_0: Okay. ... Okay, and quick question. When, uh... Did you receive a paycheck last week?

Speaker speaker\_1: Um, I thought so. I can log in, but I thought so.

Speaker speaker\_0: Yeah, because our system-

Speaker speaker\_1: We did have... Okay, so I, I did have a break, um, because... So I work in a school-

Speaker speaker\_0: Right.

Speaker speaker\_1: ... and so they would have had a break, but that would have been already... Let me look. I'm, I'm just going to pull up my banking account to tell you. So, my last, um, paycheck would have been on 2-7.

Speaker speaker\_0: Okay. Are you able-

Speaker speaker\_1: And then, the one previously was 1-31.

Speaker speaker\_0: Ma'am, are you able to view your pay stubs themselves to check to see if a deduction happened?

Speaker speaker\_1: Hmm. Let me see if I can figure that out.

Speaker speaker\_0: Because at the moment, our system does not reflect that any deductions have been received for any coverage for this week.

Speaker speaker\_1: Mm-hmm. And I have it on auto- mm-, automatic deduction, so I'm not sure why... I don't know if I know how to get in.

Speaker speaker\_0: That may be a question for your payroll team then. You-

Speaker speaker\_1: We'll-

Speaker speaker\_0: You may want to get in contact with Clinical Staffing and speak with the payroll team to see if your... to figure out how you can view those pay stubs, and check to see if you s- if there was a deduction at of- out of your paycheck last week. Um, without being able to view those pay stubs, we cannot confirm or deny that, that anything was received. At this moment, our system doesn't show it, but it, there could... it's, it's possible that there's a delay in us getting that from Clinical Staffing, or it's possible that it didn't happen when it should have. But un- until we can confirm that, um, then we, uh, I, there isn't unfortunately anything I'd be able to do to help with this situation.

Speaker speaker\_1: Okay. Let me try one more time with a different... I'm just trying to log me into, like, my, one of my old accounts and see if that'll do it while I have you on the phone, if it works. Uh-uh, sorry, no. I haven't honestly logged into this yet, but it looks like it's logging in. Perfect, email. So... On... So February 7th, my last paycheck, the benefits for dental was 389 and that was deducted on that paycheck it looks like. Um-

Speaker speaker\_0: Okay. So then there's this situation of-

Speaker speaker\_1: And then the full... Like, the actual... Yeah, it is.

Speaker speaker\_0: Yeah. Then there's the situation of for some reason while that deduction happened, we did not receive that information from clinical staffing, meaning that it could not go to APL to show that you have coverage. Um, I'm going to send you an email, um, requesting documentation. If you could send that pay stub to us for review, so we can figure out why we didn't get that information from clinical staffing, and we can determine, uh, what needs to be done to correct that. That way you're able to be... Uh, you're able to get any dental claims or anything dental relay, uh, related-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... handled this week. Can you confirm-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... your email address on file? kayla.m.sagliano@gmail.com?

Speaker speaker\_1: Yes. That's correct. And as soon as you emailed me-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... I just screenshotted it and I can forward it right to you.

Speaker speaker\_0: Okay. Now it's gonna have to... It's gonna be reviewed by our back office team, um, so it does take about a day or two-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... for everything to fully be reviewed. So I won't be able to tell you in a... In any response right off the bat. Um, once I hear back from the back office team-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... on, on what's going on with that, I can give you a call back and let you know what's going on. Okay?

Speaker speaker\_1: Okay. I do have an upcoming appointment. Um, it would be next week, um, M- on Monday. Are you able to get back to me yet this week so I don't have an issue when I go there?

Speaker speaker\_0: Yeah. No, you'll, you'll hear back from me within the next day or two.

Speaker speaker\_1: Okay. I just want to make sure I don't have any issues when I go there.

Speaker speaker\_0: No, I understand, ma'am, but yeah, you should, you should hear back from me within, uh, within the next day or two. If for some reason you have not heard back from me by Thursday, feel free to give us a call back for a follow-up.

Speaker speaker\_1: Okay, perfect.

Speaker speaker\_0: All right. Um, was there anything else I could help you with, Ms. Sagliano?

Speaker speaker\_1: Um, so are you emailing currently? Okay. It looks like pay stub. Okay, so I just reply back to this, um-

Speaker speaker\_0: Yeah, just-

Speaker speaker\_1: ... email?

Speaker speaker\_0: Yeah, just reply back to that.

Speaker speaker\_1: Is that ?

Speaker speaker\_0: Yeah, just reply back to that e- with the, uh, with the pay stub attached. It'll get forwarded to our back office team and once, uh, once they've reviewed it and made a determination on what needs to happen to get this resolved, we'll be back in touch with you to let you know what the next steps are.

Speaker speaker\_1: Okay. And I just want to verify, um, the lady that transferred me to you, I just want to verify your phone number. It's... So it's 800 and it's 497-4856?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Okay, perfect. And do I ask e- for you specifically or...

Speaker speaker\_0: Um, you can. Uh, if I'm available, they may be able to transfer you to me. Otherwise, any, any one of our representatives should be able to see the, uh, see the update as our back office teams will leave notes on the, on the file as well.

Speaker speaker\_1: Okay, perfect. What is your name?

Speaker speaker\_0: My name is Chris.

Speaker speaker\_1: Chris. Okay, perfect. Thank you so much, Chris.

Speaker speaker\_0: No problem, ma'am. Was there anything else I could help you with?

Speaker speaker\_1: Um, nope. I look forward to getting a call from you, uh, later this week.

Speaker speaker\_0: All right then. Well, if that is everything for now, thanks again for calling and you have a good night.

Speaker speaker\_1: Thank you. You have a good night as well.

Speaker speaker\_0: All right. Bye now.

Speaker speaker\_1: Bye-bye.