

Transcript: Estefania

Acevedo-5744628464140288-4883739355693056

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Okay. Associated Staffing Inc. Maria so that they can assist us with your benefits. Hello? Okay? Okay. Because they were saying that they needed your permission to be able to give me that information. But I think they're already on the phone with you, right? Yes, but they put me on hold. Okay, because they were telling me that they needed your permission to be able to give-- And I told them yes. I told them yes, and then it said, "Stephanie, Stephanie," and nothing else. Yes. Because what I don't understand, why do they want the complete insurance to put it in the... in the, in the card? I never, I never heard that they used to be able to put it in the card. So I'm not sure how they work, the APL, because we're only the administrators of benefits. Um, but I was trying to get the policy number, but since I'm another person, they wanted your permission to be able to give me that information, but I think the call ended when I was going to speak with you. That's why I was calling back, to tell you that you probably had to call to get that policy number. Because I want you to send me the electronic mailbox, the card... The card. And what they send me, they send it to me by email because I need it. Okay, excuse me. Are you sick? Yes, like the weather change. It's been really cold and it feels like it makes me want to sneeze. Maria. Yes. This is Colette in group billing. I understand you're trying to find a policy number to treat the doctor. Is that correct? Yes, this is my card. Okay, I can help you with that or try and see what I can do to help you with that. Um, what is a good callback number for you, just in case? What is the number? She's asking you what is the... Give her your phone number. What is a good callback number for you, just in case? It's the- To get you some help. It's 308-583-2158. Three O eight- Three, six, two. ... five, eight, three, two, one... I didn't get the last two numbers. I'm sorry. Ah, it's- 0821? It's two different numbers, but I don't know what is the... Okay. Okay, two- I mean 308-258- 0821. 0821? Uh-huh, 21. Yes, 21. All right, thank you so much. I do apologize. Um, okay, so let me see if I can find a policy number for you. I'm not seeing you in the system. Um, not under that social. Let me look under your name. . But es que, sí necesito que me las manden, eh, eh, lo que me las manden por correo las necesito que me las manden en mi correo electrónico. Sí. Okay, sí. Eso ya, ya, ya puse un correo diciendo eso. Y que si por favor te pueden dar el número de póliza. So yo acabo de enviar un correo dando esa información y yo estoy segura que ella también lo va a hacer. Pero, pues, yo cuando ahorita lo mande, am, la oficina seguro que se va a encargar de eso. Okay. Is there another name that it could be under? No. Okay. Um, I'm not seeing you in our system. Now, I can transfer you back over to Benefits in a Card- Dile que... ... and we would be able to help you with that. No, no, no puedes, um, es que dile que ya estás hablando conmigo en el teléfono. I, I called the lady, the, the... Ay, pues no sé. ¿Có-mo, la de qué? ¿La del aseguró? Sí. No me puedes, no me puedes poner en altavoz y yo le digo. A ver. Okay. Hello. Can you hear me? Hello? Hello? Can you hear me? Yes, ma'am. Can you hear me? I can. Um, I was

talking to you earlier. I'm from Benefits in a Card. Um, I was trying to merge the call, but it kinda dropped. So I'm on the phone. Um, I'm gonna send an email to the main office, because I do see that she has active coverage and it is under her name indeed. So I don't know what's happening, so I'm just gonna go ahead and send an email for them to reach out, 'cause, um, you're saying that you don't see her in the system? I do not. And I do apologize, but I do not. I checked her name and I did check her social. And then, um, I, I believe I now have that, um, group number that you were asking me for. They just now told me which one it was. Did you need me to give it to you? I don't know if that would change anything. Um, I have that, that group number. It's 70093, is that correct? Ooh, give me one second. Sorry. It's pulling up. Give me one second. What was that number? 70093, is it- Yeah. That is the number. Okay, so yeah, it sounds like I'm gonna have to send them an email to investigate to see what's happening, 'cause that is indeed the group number and it is under her name, so that's just kinda strange. So I'mma just go ahead and send the main office an email- Yeah. ... regarding this. Okay. And I appreciate your help, Stephanie. Uh, you know, uh, I did look through the social and I did look for her, her, um, under her name, so. And y- when was her application? I- it looks like she's been active for that plan since, give me one second, since January 27th. Hmm. Okay. Hmm. That's odd. Because, um, it- it- but I'm not finding her in our system and I do apologize for that. Okay, that's fine. I'mma just reach out- Okay. ... to the main office. You have that information. Okay. Well, is, is there anything else that I might be able to help y'all with? No, that's fine. I'll explain it to her. Okay. Well, I appreciate you, Stephanie, and, uh, hope Miss Maria feels better. Okay, thank you. And get this straight. You're so welcome, Stephanie. We thank y'all for calling APL and you have a wonderful day, okay? Okay, thank you. Have a nice day. Thank you, okay, so yo ya les mandé un correo a la oficina principal para que por favor me puedan brindar esa información que necesitas. Ya cuando me la brindan yo te la mando a tu correo electrónico si va a ser m. Apellido 1990 at gmail. Com ya lo quité de aquí. Sí, sí, es este m. Carraga. Sí señora, probablemente tarden como 24 h en responderme ojalá que sea hoy, que me respondan y que me manden esa información. Pero si les dije que necesitas tu tarjeta de visión, la de VIP choice y tu tarjeta preventiva que es la MCTLX. Sí, las dos tarjetas porque tuve que darle las dos aseguranzas para que una me cubra medicina y otra me cubra doctor. So las dos te cubren medicinas pero ya sí, una es con Alexa y el otro es con Pharmad pero ya mandé ese correo, ya solo toca esperar a que me respondan. Ok, pero la del doctor cubre ahí va a decir cuál va a ser o cómo lo voy a identificar. ¿Cómo? No te entiendo porque agarré supuestamente las dos tarjetas porque me dijeron que una no cubriría doctor y no sé qué. El que cubre el doctor es el VIP choice que va a decir APL y el que cubre solo como tus chequeos es MS que es 90 grados, ahí va a decir en la tarjeta. Ok, para que cuando yo llegue a ir al doctor te llevas la. Que va a decir APL y la otra, la tarjeta preventiva se llama MCTLX y va a decir 90 grados. Tú te vas a llevar la que dice APL. Ok. Y la de 90 grados, esa que dice 90 grados, que cubre esa es. Como la que te cubre como una visita física al año, algunas vacunas, algunos exámenes de cáncer, algunos exámenes de SD, eso es la que va a decir 90 grados y va a decir MSTLX y la médica va a decir VIP choice APL. Ok, sí, para saber cuál toda esa porque si no entre alguna y si me dicen que no paso otra para no confundirme. Ok, para el examen físico, todo eso, las 90 grados dicen ok. Y la otra del doctor pero las dos cubren de decida, dice. Las dos cubren perdón, las. Dos cubren de decida. Sí, una, la que va a decir 90 grados esa va a ser con Alexa, esa es para tus medicamentos preventivos y el VIP choice va a decir pharmad pero

ahí en la misma tarjeta te lo separa, el que dice APL solo va a decir pharomad, el que dice 90 grados solo va a decir Alexa. Ok, perfectamente. Y sobre lo de tus tarjetas, ya cuando me envíen la información es cuando ya voy a pedir una porque ahorita como no te pueden encontrar no pueden cargar una tarjeta ya mejor cuando ya me manden tu tarjeta por correo electrónico y yo te la envíe a ti, ahí es cuando la voy a pedir ok para asegurarme que si te la van a mandar ok perfectamente iré pasando donde alguno porque también está mi esposo escrito ahí solo dan una ok porque si es. Aguna los dos lo usan ok ok sí porque está escrito bien y todo Manuel luego su apellido Manuel Zarragas la fecha de recibíendose vez 9 del 6 del 79 no, seis, ocho, seis ocho esa fecha estaba mal no es mes 9 de día 6 septiembre 6 del 58 68 septiembre 6 de qué año? 50 y 1978 58 no, six eight seis ocho y también no sé si pusieron bien su seguro social porque también me lo pidieron cuál es? Yo tengo 604 1819 34 sí, eso. Sí está bien ok pues ahorita mando ese correo ok bueno pues muchísimas gracias y voy a esperar a ver que ok. Sí yo te llamo ya cuando me envíen esa información porque probablemente a mí me van como yo estoy mandando los correos a mí me van a estar mandando esa información y ya después yo te llamo cuando ya me la envíen ok muchísimas gracias hasta luego hasta luego ok bye.

Conversation Format

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

Speaker speaker_1: Okay. Associated Staffing Inc. Maria so that they can assist us with your benefits.

Speaker speaker_2: Hello?

Speaker speaker_1: Okay?

Speaker speaker_2: Okay. Because they were saying that they needed your permission to be able to give me that information. But I think they're already on the phone with you, right?

Speaker speaker_1: Yes, but they put me on hold.

Speaker speaker_2: Okay, because they were telling me that they needed your permission to be able to give--

Speaker speaker_1: And I told them yes. I told them yes, and then it said, "Stephanie, Stephanie," and nothing else .

Speaker speaker_2: Yes.

Speaker speaker_1: Because what I don't understand, why do they want the complete insurance to put it in the... in the, in the card? I never, I never heard that they used to be able to put it in the card.

Speaker speaker_2: So I'm not sure how they work, the APL, because we're only the administrators of benefits. Um, but I was trying to get the policy number, but since I'm another person, they wanted your permission to be able to give me that information, but I think the call

ended when I was going to speak with you. That's why I was calling back, to tell you that you probably had to call to get that policy number.

Speaker speaker_1: Because I want you to send me the electronic mailbox, the card...

Speaker speaker_2: The card.

Speaker speaker_1: And what they send me, they send it to me by email because I need it.

Speaker speaker_2: Okay, excuse me. Are you sick?

Speaker speaker_1: Yes, like the weather change. It's been really cold and it feels like it makes me want to sneeze.

Speaker speaker_3: Maria.

Speaker speaker_1: Yes.

Speaker speaker_3: This is Colette in group billing. I understand you're trying to find a policy number to treat the doctor. Is that correct?

Speaker speaker_1: Yes, this is my card.

Speaker speaker_3: Okay, I can help you with that or try and see what I can do to help you with that. Um, what is a good callback number for you, just in case?

Speaker speaker_1: What is the number?

Speaker speaker_2: She's asking you what is the... Give her your phone number.

Speaker speaker_3: What is a good callback number for you, just in case?

Speaker speaker_1: It's the-

Speaker speaker_3: To get you some help.

Speaker speaker_1: It's 308-583-2158.

Speaker speaker_3: Three O eight-

Speaker speaker_2: Three, six, two.

Speaker speaker_3: ... five, eight, three, two, one... I didn't get the last two numbers. I'm sorry.

Speaker speaker_1: Ah, it's-

Speaker speaker_2: 0821? It's two different numbers, but I don't know what is the... Okay.

Speaker speaker_3: Okay, two- I mean 308-258-

Speaker speaker_2: 0821.

Speaker speaker_3: 0821?

Speaker speaker_2: Uh-huh, 21. Yes, 21.

Speaker speaker_3: All right, thank you so much. I do apologize. Um, okay, so let me see if I can find a policy number for you. I'm not seeing you in the system. Um, not under that social. Let me look under your name.

Speaker speaker_2: .

Speaker speaker_3: But es que, sí necesito que me las manden, eh, eh, lo que me las manden por correo las necesito que me las manden en mi correo electrónico.

Speaker speaker_2: Sí. Okay, sí. Eso ya, ya, ya puse un correo diciendo eso. Y que si por favor te pueden dar el número de póliza. So yo acabo de enviar un correo dando esa información y yo estoy segura que ella también lo va a hacer. Pero, pues, yo cuando ahorita lo mande, am, la oficina seguro que se va a encargar de eso. Okay.

Speaker speaker_3: Is there another name that it could be under?

Speaker speaker_2: No.

Speaker speaker_3: Okay. Um, I'm not seeing you in our system. Now, I can transfer you back over to Benefits in a Card-

Speaker speaker_2: Dile que...

Speaker speaker_3: ... and we would be able to help you with that.

Speaker speaker_2: No, no, no puedes, um, es que dile que ya estás hablando conmigo en el teléfono. I, I called the lady, the, the... Ay, pues no sé. ¿Có-mo, la de qué? ¿La del aseguró?

Speaker speaker_4: Sí. No me puedes, no me puedes poner en altavoz y yo le digo.

Speaker speaker_3: A ver. Okay.

Speaker speaker_5: Hello.

Speaker speaker_4: Can you hear me? Hello? Hello?

Speaker speaker_5: Can you hear me?

Speaker speaker_4: Yes, ma'am. Can you hear me?

Speaker speaker_5: I can.

Speaker speaker_4: Um, I was talking to you earlier. I'm from Benefits in a Card. Um, I was trying to merge the call, but it kinda dropped. So I'm on the phone. Um, I'm gonna send an email to the main office, because I do see that she has active coverage and it is under her name indeed. So I don't know what's happening, so I'm just gonna go ahead and send an email for them to reach out, 'cause, um, you're saying that you don't see her in the system?

Speaker speaker_5: I do not. And I do apologize, but I do not. I checked her name and I did check her social.

Speaker speaker_4: And then, um, I, I believe I now have that, um, group number that you were asking me for. They just now told me which one it was. Did you need me to give it to

you? I don't know if that would change anything.

Speaker speaker_5: Um, I have that, that group number. It's 70093, is that correct?

Speaker speaker_4: Ooh, give me one second. Sorry. It's pulling up. Give me one second. What was that number?

Speaker speaker_5: 70093, is it-

Speaker speaker_4: Yeah. That is the number. Okay, so yeah, it sounds like I'm gonna have to send them an email to investigate to see what's happening, 'cause that is indeed the group number and it is under her name, so that's just kinda strange. So I'mma just go ahead and send the main office an email-

Speaker speaker_5: Yeah.

Speaker speaker_4: ... regarding this.

Speaker speaker_5: Okay. And I appreciate your help, Stephanie. Uh, you know, uh, I did look through the social and I did look for her, her, um, under her name, so. And y- when was her application?

Speaker speaker_4: I- it looks like she's been active for that plan since, give me one second, since January 27th.

Speaker speaker_5: Hmm. Okay. Hmm. That's odd. Because, um, it- it- but I'm not finding her in our system and I do apologize for that.

Speaker speaker_4: Okay, that's fine. I'mma just reach out-

Speaker speaker_5: Okay.

Speaker speaker_4: ... to the main office.

Speaker speaker_5: You have that information. Okay. Well, is, is there anything else that I might be able to help y'all with?

Speaker speaker_4: No, that's fine. I'll explain it to her.

Speaker speaker_5: Okay. Well, I appreciate you, Stephanie, and, uh, hope Miss Maria feels better.

Speaker speaker_4: Okay, thank you.

Speaker speaker_5: And get this straight. You're so welcome, Stephanie. We thank y'all for calling APL and you have a wonderful day, okay?

Speaker speaker_4: Okay, thank you. Have a nice day.

Speaker speaker_2: Thank you, okay, so yo ya les mandé un correo a la oficina principal para que por favor me puedan brindar esa información que necesitas. Ya cuando me la brindan yo te la mando a tu correo electrónico si va a ser m. Apellido 1990 at gmail. Com ya lo quité de aquí.

Speaker speaker_6: Sí, sí, es este m. Carraga.

Speaker speaker_2: Sí señora, probablemente tarden como 24 h en responderme ojalá que sea hoy, que me respondan y que me manden esa información. Pero si les dije que necesitas tu tarjeta de visión, la de VIP choice y tu tarjeta preventiva que es la MCTLX.

Speaker speaker_6: Sí, las dos tarjetas porque tuve que darle las dos aseguranzas para que una me cubra medicina y otra me cubra doctor.

Speaker speaker_2: So las dos te cubren medicinas pero ya sí, una es con Alexa y el otro es con Pharmad pero ya mandé ese correo, ya solo toca esperar a que me respondan.

Speaker speaker_6: Ok, pero la del doctor cubre ahí va a decir cuál va a ser o cómo lo voy a identificar.

Speaker speaker_2: ¿Cómo?

Speaker speaker_6: No te entiendo porque agarré supuestamente las dos tarjetas porque me dijeron que una no cubría doctor y no sé qué.

Speaker speaker_2: El que cubre el doctor es el VIP choice que va a decir APL y el que cubre solo como tus chequeos es MS que es 90 grados, ahí va a decir en la tarjeta.

Speaker speaker_6: Ok, para que cuando yo llegue a ir al doctor te llevas la.

Speaker speaker_2: Que va a decir APL y la otra, la tarjeta preventiva se llama MCTLX y va a decir 90 grados. Tú te vas a llevar la que dice APL.

Speaker speaker_6: Ok. Y la de 90 grados, esa que dice 90 grados, que cubre esa es.

Speaker speaker_2: Como la que te cubre como una visita física al año, algunas vacunas, algunos exámenes de cáncer, algunos exámenes de SD, eso es la que va a decir 90 grados y va a decir MSTLX y la médica va a decir VIP choice APL.

Speaker speaker_6: Ok, sí, para saber cuál toda esa porque si no entre alguna y si me dicen que no paso otra para no confundirme. Ok, para el examen físico, todo eso, las 90 grados dicen ok. Y la otra del doctor pero las dos cubren de decida, dice.

Speaker speaker_2: Las dos cubren perdón, las.

Speaker speaker_6: Dos cubren de decida.

Speaker speaker_2: Sí, una, la que va a decir 90 grados esa va a ser con Alexa, esa es para tus medicamentos preventivos y el VIP choice va a decir pharmad pero ahí en la misma tarjeta te lo separa, el que dice APL solo va a decir pharmad, el que dice 90 grados solo va a decir Alexa.

Speaker speaker_6: Ok, perfectamente.

Speaker speaker_2: Y sobre lo de tus tarjetas, ya cuando me envíen la información es cuando ya voy a pedir una porque ahorita como no te pueden encontrar no pueden cargar una tarjeta ya mejor cuando ya me manden tu tarjeta por correo electrónico y yo te la envíe a

ti, ahí es cuando la voy a pedir ok para asegurarme que si te la van a mandar ok perfectamente iré pasando donde alguno porque también está mi esposo escrito ahí solo dan una ok porque si es. Aguna los dos lo usan ok ok sí porque está escrito bien y todo Manuel luego su apellido Manuel Zarragas la fecha de recibíéndose vez 9 del 6 del 79 no, seis, ocho, seis ocho esa fecha estaba mal no es mes 9 de día 6 septiembre 6 del 58 68 septiembre 6 de qué año?

Speaker speaker_6: 50 y 1978 58 no, six eight seis ocho y también no sé si pusieron bien su seguro social porque también me lo pidieron cuál es?

Speaker speaker_2: Yo tengo 604 1819 34 sí, eso.

Speaker speaker_6: Sí está bien ok pues ahorita mando ese correo ok bueno pues muchísimas gracias y voy a esperar a ver que ok.

Speaker speaker_2: Sí yo te llamo ya cuando me envíen esa información porque probablemente a mí me van como yo estoy mandando los correos a mí me van a estar mandando esa información y ya después yo te llamo cuando ya me la envíen ok muchísimas gracias hasta luego hasta luego ok bye.