

Transcript: Estefania

Acevedo-6557034476126208-5286158619295744

Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yeah, I was wondering about this. What is this about again? We're Benefits in a Card with the Healthcare Administrators for Staffing Agencies. Okay. It says I missed a payment, and I'm like, "Wait a minute, I didn't even know I had it." Um, I can check to see if you do. Um, what staffing agency are you affiliated with? Staffing agency? Correct. Express? Is that the name of the staffing agency, though? Yeah, it's... One of 'em is Crown Services. Okay, so Crown. Okay, thank you. And then what are the last four of your Social? 4305. Okay, give me one second. One second. Sorry. Sorry, my system's kinda slow. And then, what's your first and last name, please? James Lee Junior. Okay. For security purposes, can you verify your address and date of birth? Yeah, it's 62780. Address is 801 John Street, Washington Court House, Ohio. Okay. Then I have 740-504, 505, sorry, 1804 as your phone number? Yeah. Okay. So yeah, it looks like you do have coverage. Um, you have the MEC Tele-RS, so that's the plan where they automatically enroll you if, if you don't opt out from the auto-enrollment within the first 30 days of receiving your first check. Since you didn't do this, you became active on March 24th. Um, so you have the MEC Tele-RF, which is only a preventative plan that covers such things such as a physical, some vaccines, an STD and cancer screening. But that plan does not cover no doctor visits if sick, urgent care, emergency rooms, neither surgeries. Um, so it's only a preventative plan that does require you to stay within the network as well. And it looks like we didn't receive a deduction from your staffing agency for this week, so for this week you don't have active coverage. Did you wanna keep the plan still, or did you not want it anymore? Well, um... And it looks like it's \$15.67 weekly from your paycheck. So if you do decide to keep it, they will continue to make weekly deductions from your check for it. But if- How much, how much is it taking out? Um, \$15.67 weekly. Okay. All right, so that's the payment that they're missing, just the \$15? Yeah, correct. It's just weekly deductions. Mm-hmm. Okay. All right, I appreciate it. Thank you. Did you wanna keep it still? Yeah. Okay, that's fine. Um, but just for this week, you won't have active coverage since they didn't, since we didn't receive a payment, um, for this week. That's why you got that, um, last in coverage text. Okay. Just to notify you that for this week, you won't be covered, since we, they didn't make a deduction from your paycheck for it. All right. Um, did you have any other questions? No, ma'am. Did you ever get your card by any chance? No. No? Did you want me to email it to you? Yeah, that'd work. Okay. Um, just to keep in mind that for the plan that you were enrolled into, like I said, it's only a preventative plan, so it's only gonna cover things such as like a physical, your vaccines, an STD and cancer screening. And like I said, it does not cover like no doctor visits if you were to get sick or injured or anything like that. So it's only like for your annual checkups, in other words. Okay. And then, um, on the email that I'm gonna send to you, I'm gonna put down the number to find providers. Since it does require you to stay within

a network, you'd have to use only the list of their doctors and clinics to receive coverage. So on that same email, I'll write that number down. All right. All right. Um, did you just wanna verify that you did receive it? I'm about to send it in a few, just to make sure that you did get your card. Okay. Okay, give me one second. And is it the same email that I have on file, the... Is your first initial, last name JR@gmail.com? Yeah. Okay. I went ahead and emailed that to you. I don't know if you wanna double-check, just to make sure that you received your card. Hold on. Is it called Insurify? No, it's gonna come as an add-on- Oh, no, I got it. Yeah, I've got it. Yeah, just popped up. Okay. And that's your card, and then that number that's on there is the number that you can contact to find providers near your area. Okay. All right. Did you have any other questions? No, ma'am. All right. Well, I hope you have a great day. All right. Thank you. You too. I appreciate it. Thank you. Yeah, bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Yeah, I was wondering about this. What is this about again?

Speaker speaker_0: We're Benefits in a Card with the Healthcare Administrators for Staffing Agencies.

Speaker speaker_1: Okay. It says I missed a payment, and I'm like, "Wait a minute, I didn't even know I had it."

Speaker speaker_0: Um, I can check to see if you do. Um, what staffing agency are you affiliated with?

Speaker speaker_1: Staffing agency?

Speaker speaker_0: Correct.

Speaker speaker_1: Express?

Speaker speaker_0: Is that the name of the staffing agency, though?

Speaker speaker_1: Yeah, it's... One of 'em is Crown Services.

Speaker speaker_0: Okay, so Crown. Okay, thank you. And then what are the last four of your Social?

Speaker speaker_1: 4305.

Speaker speaker_0: Okay, give me one second. One second. Sorry. Sorry, my system's kinda slow. And then, what's your first and last name, please?

Speaker speaker_1: James Lee Junior.

Speaker speaker_0: Okay. For security purposes, can you verify your address and date of birth?

Speaker speaker_1: Yeah, it's 62780. Address is 801 John Street, Washington Court House, Ohio.

Speaker speaker_0: Okay. Then I have 740-504, 505, sorry, 1804 as your phone number?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So yeah, it looks like you do have coverage. Um, you have the MEC Tele-RS, so that's the plan where they automatically enroll you if, if you don't opt out from the auto-enrollment within the first 30 days of receiving your first check. Since you didn't do this, you became active on March 24th. Um, so you have the MEC Tele-RF, which is only a preventative plan that covers such things such as a physical, some vaccines, an STD and cancer screening. But that plan does not cover no doctor visits if sick, urgent care, emergency rooms, neither surgeries. Um, so it's only a preventative plan that does require you to stay within the network as well. And it looks like we didn't receive a deduction from your staffing agency for this week, so for this week you don't have active coverage. Did you wanna keep the plan still, or did you not want it anymore?

Speaker speaker_1: Well, um...

Speaker speaker_0: And it looks like it's \$15.67 weekly from your paycheck. So if you do decide to keep it, they will continue to make weekly deductions from your check for it. But if-

Speaker speaker_1: How much, how much is it taking out?

Speaker speaker_0: Um, \$15.67 weekly.

Speaker speaker_1: Okay. All right, so that's the payment that they're missing, just the \$15?

Speaker speaker_0: Yeah, correct. It's just weekly deductions. Mm-hmm.

Speaker speaker_1: Okay. All right, I appreciate it. Thank you.

Speaker speaker_0: Did you wanna keep it still?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, that's fine. Um, but just for this week, you won't have active coverage since they didn't, since we didn't receive a payment, um, for this week. That's why you got that, um, last in coverage text.

Speaker speaker_1: Okay.

Speaker speaker_0: Just to notify you that for this week, you won't be covered, since we, they didn't make a deduction from your paycheck for it.

Speaker speaker_1: All right.

Speaker speaker_0: Um, did you have any other questions?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: Did you ever get your card by any chance?

Speaker speaker_1: No.

Speaker speaker_0: No? Did you want me to email it to you?

Speaker speaker_1: Yeah, that'd work.

Speaker speaker_0: Okay. Um, just to keep in mind that for the plan that you were enrolled into, like I said, it's only a preventative plan, so it's only gonna cover things such as like a physical, your vaccines, an STD and cancer screening. And like I said, it does not cover like no doctor visits if you were to get sick or injured or anything like that. So it's only like for your annual checkups, in other words.

Speaker speaker_1: Okay.

Speaker speaker_0: And then, um, on the email that I'm gonna send to you, I'm gonna put down the number to find providers. Since it does require you to stay within a network, you'd have to use only the list of their doctors and clinics to receive coverage. So on that same email, I'll write that number down.

Speaker speaker_1: All right.

Speaker speaker_0: All right. Um, did you just wanna verify that you did receive it? I'm about to send it in a few, just to make sure that you did get your card.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay, give me one second. And is it the same email that I have on file, the... Is your first initial, last name JR@gmail.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. I went ahead and emailed that to you. I don't know if you wanna double-check, just to make sure that you received your card.

Speaker speaker_1: Hold on. Is it called Insurify?

Speaker speaker_0: No, it's gonna come as an add-on-

Speaker speaker_1: Oh, no, I got it. Yeah, I've got it. Yeah, just popped up.

Speaker speaker_0: Okay. And that's your card, and then that number that's on there is the number that you can contact to find providers near your area.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Did you have any other questions?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: All right. Well, I hope you have a great day.

Speaker speaker_1: All right. Thank you. You too. I appreciate it.

Speaker speaker_0: Thank you.

Speaker speaker_1: Yeah, bye.