

Transcript: Francesca

Baez-4735546082508800-6741984078249984

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefitinga Card. My name is Francesca. How may I assist you today? My name is Lois Bama. I called the other day because here it is at the first of the year. I was supposed to start with Blue Cross Blue Shield at the beginning of the year. Never received a packet, never received a Blue Cross Blue Shield card, nothing from you people. I got a message back in December that they canceled me. Don't know why, but they said I did it and I did not. So I talked to a lady and she said she reinstated it, but I've never received anything from you people. Nothing at all. I do apologize for this inconvenience, ma'am. I believe you're calling the wrong place. The benefits that we offer for all staffing companies do not work with a Blue Cross Blue Shield carrier. Do what? We do not administer any health insurance of a staffing company's offer with Blue Cross Blue Shield. They're not one of the carriers for the benefits that we administer. Okay, then why do I got this number for Blue Cross and Blue Shield? I'm not too sure, ma'am. I feel like I can take a look at your account, but we don't administer any benefits with them. Well, I would like to speak to somebody that knows something about this because I can't even get my, uh, in- my medication because they want to charge me \$63 for one medication, because all of a sudden I have no damage insurance. So I do apologize for those inconveniences, ma'am. Here in this company, Benefitinga Card, the most that we can do is take a look at your account to see if any of the coverage that we administer, which are not with Blue Cross Blue Shield, could be part of that issue. But we don't have any connection with Blue Cross Blue Shield. Oh, no, I don't think I want to go with anything with you people, because if I can't get my Blue Cross Blue Shield, I don't want nothing from you people. I guess I'll just call the marketplace back and find out what's going on. I understand, ma'am. I apologize once again. We don't handle any coverage with Blue Cross Blue Shield. We don't have any relationship to them at all. I got this number for them. More than likely they provided you wrongful information, ma'am. Benefitinga Card has no connection with Blue Cross Blue Shield. Well, I don't know who you have connections with then, but you, you sure need to do something about it. She only speaks about me. I apologize, ma'am, that you were lied to, but we, Benefitinga Card, did not lie to you. Our carrier is American Public Life, Carrington 90 Degree and MetLife. BlueCross BlueShield has no relationship to Benefitinga Card, which is the company you called on. Whatever, I picked the phone, you know what?

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefitinga Card. My name is Francesca. How may I assist you today?

Speaker speaker_2: My name is Lois Bama. I called the other day because here it is at the first of the year. I was supposed to start with Blue Cross Blue Shield at the beginning of the year. Never received a packet, never received a Blue Cross Blue Shield card, nothing from you people. I got a message back in December that they canceled me. Don't know why, but they said I did it and I did not. So I talked to a lady and she said she reinstated it, but I've never received anything from you people. Nothing at all.

Speaker speaker_1: I do apologize for this inconvenience, ma'am. I believe you're calling the wrong place. The benefits that we offer for all staffing companies do not work with a Blue Cross Blue Shield carrier.

Speaker speaker_2: Do what?

Speaker speaker_1: We do not administer any health insurance of a staffing company's offer with Blue Cross Blue Shield. They're not one of the carriers for the benefits that we administer.

Speaker speaker_2: Okay, then why do I got this number for Blue Cross and Blue Shield?

Speaker speaker_1: I'm not too sure, ma'am. I feel like I can take a look at your account, but we don't administer any benefits with them.

Speaker speaker_2: Well, I would like to speak to somebody that knows something about this because I can't even get my, uh, in- my medication because they want to charge me \$63 for one medication, because all of a sudden I have no damage insurance.

Speaker speaker_1: So I do apologize for those inconveniences, ma'am. Here in this company, Benefitinga Card, the most that we can do is take a look at your account to see if any of the coverage that we administer, which are not with Blue Cross Blue Shield, could be part of that issue. But we don't have any connection with Blue Cross Blue Shield.

Speaker speaker_2: Oh, no, I don't think I want to go with anything with you people, because if I can't get my Blue Cross Blue Shield, I don't want nothing from you people. I guess I'll just call the marketplace back and find out what's going on.

Speaker speaker_1: I understand, ma'am. I apologize once again. We don't handle any coverage with Blue Cross Blue Shield. We don't have any relationship to them at all.

Speaker speaker_2: I got this number for them.

Speaker speaker_1: More than likely they provided you wrongful information, ma'am. Benefitinga Card has no connection with Blue Cross Blue Shield.

Speaker speaker_2: Well, I don't know who you have connections with then, but you, you sure need to do something about it.

Speaker speaker_3: She only speaks about me.

Speaker speaker_1: I apologize, ma'am, that you were lied to, but we, Benefitinga Card, did not lie to you. Our carrier is American Public Life, Carrington 90 Degree and MetLife. BlueCross BlueShield has no relationship to Benefitinga Card, which is the company you called on.

Speaker speaker_2: Whatever, I picked the phone, you know what?