

Transcript: Franchesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello? Yes, sir. How can I help you? Who is this speaking? You called Benefits Intercardiac. I'm administrator for the health insurance of ... company, sir. Hey, my name Deandre Washington. Okay, and why did you call today? How can we help you? What is the purpose of this call? Hey, hey, somebody just shot me a text talking about, um, I don't... Hold up, hold up. Somebody shot me a text that there was a lapse in coverage in the last two weeks due to the, uh, missed payroll deductible. So that means that the payment did not get sent for your health insurance that you have with your staffing company, sir. It was a staffing company. It was TRC Staffing. Okay. And what action would you like to take? I don't know. What- what's going on? I'm a bit confused, sir. Like I stated, the reason why you received that text message would be because a payment was not received for your weekly insurance benefits. Did you want to make a payment? Did you want to check the status of the policy? What would you like to do? Can I check the status of the policy? Sure thing. What is the last four of your social, please? 0142. And to make sure that I have the correct account in front of me, could you please provide your mailing address and date of birth? 2121, uh, Penny Lane Southeast, Marietta, Georgia. Uh- And I'm just seeing a date of birth. 10/08/1996. I have that contact 470-954-1208. Say again. I have the best phone number to reach you down as 470-954-1208. Yes. We have your email then as your last name, 1096@gmail.com. Yes. Okay. Yes, sir. So it shows that we did not receive a payment this week for the change that you wanted to only have dental and vision. Due to the fact that that is pending, that would be the reason why the system sent a text message to you. So- so- so what's going on? As I just stated, sir, we're still waiting for activation payment. They're advising you that this week that payment was not received. That was the purpose of that text message. Oh, so they got- they gotta pay, y'all? Yes, sir. The deduction gets taken by your staffing company prior to them handing you your pay stub, and then it gets sent to us. So they- so they gotta pay what? \$5 this time? The deduction that right now is being taken- How much is this? Excuse me. How much it is? The deductions that right now is being taken and it's still the 58.63 because the change for you to only have dental and vision is still pending on the system. Okay. So they're gonna give me that money back or something? I see here on the note that from what you called in, yes, sir, it shows here that the front office put a note on your account stating that it has been corrected, that moving forward the deduction should only be for dental and vision, and then they send their reimbursement for the premiums that were received for the week. Okay, thank you. No problem. Was there any other information you would like me to provide to you? No, have a- have a blessed one. Thank you, you too, sir, enjoy your weekend.

Conversation Format

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

Speaker speaker_1: Hello?

Speaker speaker_0: Yes, sir. How can I help you?

Speaker speaker_1: Who is this speaking?

Speaker speaker_0: You called Benefits Intercardiac. I'm administrator for the health insurance of ... company, sir.

Speaker speaker_1: Hey, my name Deandre Washington.

Speaker speaker_0: Okay, and why did you call today? How can we help you? What is the purpose of this call?

Speaker speaker_1: Hey, hey, somebody just shot me a text talking about, um, I don't... Hold up, hold up. Somebody shot me a text that there was a lapse in coverage in the last two weeks due to the, uh, missed payroll deductible.

Speaker speaker_0: So that means that the payment did not get sent for your health insurance that you have with your staffing company, sir.

Speaker speaker_1: It was a staffing company. It was TRC Staffing.

Speaker speaker_0: Okay. And what action would you like to take?

Speaker speaker_1: I don't know. What- what's going on?

Speaker speaker_0: I'm a bit confused, sir. Like I stated, the reason why you received that text message would be because a payment was not received for your weekly insurance benefits. Did you want to make a payment? Did you want to check the status of the policy? What would you like to do?

Speaker speaker_1: Can I check the status of the policy?

Speaker speaker_0: Sure thing. What is the last four of your social, please?

Speaker speaker_1: 0142.

Speaker speaker_0: And to make sure that I have the correct account in front of me, could you please provide your mailing address and date of birth?

Speaker speaker_1: 2121, uh, Penny Lane Southeast, Marietta, Georgia. Uh-

Speaker speaker_0: And I'm just seeing a date of birth.

Speaker speaker_1: 10/08/1996.

Speaker speaker_0: I have that contact 470-954-1208.

Speaker speaker_1: Say again.

Speaker speaker_0: I have the best phone number to reach you down as 470-954-1208.

Speaker speaker_1: Yes.

Speaker speaker_0: We have your email then as your last name, 1096@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Yes, sir. So it shows that we did not receive a payment this week for the change that you wanted to only have dental and vision. Due to the fact that that is pending, that would be the reason why the system sent a text message to you.

Speaker speaker_1: So- so- so what's going on?

Speaker speaker_0: As I just stated, sir, we're still waiting for activation payment. They're advising you that this week that payment was not received. That was the purpose of that text message.

Speaker speaker_1: Oh, so they got- they gotta pay, y'all?

Speaker speaker_0: Yes, sir. The deduction gets taken by your staffing company prior to them handing you your pay stub, and then it gets sent to us.

Speaker speaker_1: So they- so they gotta pay what? \$5 this time?

Speaker speaker_0: The deduction that right now is being taken-

Speaker speaker_1: How much is this?

Speaker speaker_0: Excuse me.

Speaker speaker_1: How much it is?

Speaker speaker_0: The deductions that right now is being taken and it's still the 58.63 because the change for you to only have dental and vision is still pending on the system.

Speaker speaker_1: Okay. So they're gonna give me that money back or something?

Speaker speaker_0: I see here on the note that from what you called in, yes, sir, it shows here that the front office put a note on your account stating that it has been corrected, that moving forward the deduction should only be for dental and vision, and then they send their reimbursement for the premiums that were received for the week.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: No problem. Was there any other information you would like me to provide to you?

Speaker speaker_1: No, have a- have a blessed one.

Speaker speaker_0: Thank you, you too, sir, enjoy your weekend.