

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits 10-03. My name is Francesca. How can I assist you today? Yes, hi my name is Derek Glasper and I do have benefits that goes through y- through y'all. Okay. And I just received a text saying that, uh, my coverage, about my coverage. And I just wanted to see what's going on. Okay. So you want to know the status of the coverage or what the text message was in regards to? The status of the coverage. What staffing company do you work with? Uh, Crown. And what are the last four of your Social? 8691. Please verify your mailing address and date of birth to make sure I have the right account in front of me. 2410 Eastern Avenue. My birthday is 08-27-1982. We have that contact 513-470-0385? Yes. And we have your email down as last name first name at aol.com as well as last name's first name27 at gmail.com. Yes. I believe more than likely you received a lapse in coverage message since we have not received payment for this week's coverage. Yes, because, uh, I'm off work due to a neck injury. Okay. So your policy's gonna stay act- in- I mean, inactive for... This is the first week, one, two, three, for three more weeks and on the fifth consecutive week it's gonna cancel itself. When you go back to work you're able to reinstate it, you just si- simply have to give us a call so that we can reinstate it for you. Oh. I do see here you have short-term disability. Um, by any chance did you file a claim with them for this injury? No. Because it's been, um, ongoing injury for a long time. Understood. All right. Yeah. Was there anything else that we can assi- oh, also, within those three weeks along with this week, which is four weeks in total, you are able to make payments out of pocket if you need to use the benefits. Just keep in mind that, let's say for example, you don't need to use the coverage this week but you do next week. Uh-huh. We can't leave gaps in coverage when taking payments out of pocket. So that will mean that you'll have to pay this week and next week if you're thinking of using it next week. Okay. And we can't take future payments. We have to go for the week off. If that makes sense . Yes. So basically, uh, the insurance is inactive? Correct. Okay. Okay. Well, uh, soon as I get back, uh, to work, I'll call y'all and so let y'all know what's going on. Understood. Was there anything else we can assist you with today? No, that's it. Hope you have a wonderful rest of your week. And hopefully you're feeling better soon. All right. Thank you. Of course. Have a great day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10-03. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yes, hi my name is Derek Glasper and I do have benefits that goes through y- through y'all.

Speaker speaker_0: Okay.

Speaker speaker_1: And I just received a text saying that, uh, my coverage, about my coverage. And I just wanted to see what's going on.

Speaker speaker_0: Okay. So you want to know the status of the coverage or what the text message was in regards to?

Speaker speaker_1: The status of the coverage.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Uh, Crown.

Speaker speaker_0: And what are the last four of your Social?

Speaker speaker_1: 8691.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker_1: 2410 Eastern Avenue. My birthday is 08-27-1982.

Speaker speaker_0: We have that contact 513-470-0385?

Speaker speaker_1: Yes.

Speaker speaker_0: And we have your email down as last name first name at aol.com as well as last name's first name27 at gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: I believe more than likely you received a lapse in coverage message since we have not received payment for this week's coverage.

Speaker speaker_1: Yes, because, uh, I'm off work due to a neck injury.

Speaker speaker_0: Okay. So your policy's gonna stay act- in- I mean, inactive for... This is the first week, one, two, three, for three more weeks and on the fifth consecutive week it's gonna cancel itself. When you go back to work you're able to reinstate it, you just si- simply have to give us a call so that we can reinstate it for you.

Speaker speaker_1: Oh.

Speaker speaker_0: I do see here you have short-term disability. Um, by any chance did you file a claim with them for this injury?

Speaker speaker_1: No. Because it's been, um, ongoing injury for a long time.

Speaker speaker_0: Understood. All right.

Speaker speaker_1: Yeah.

Speaker speaker_0: Was there anything else that we can assi- oh, also, within those three weeks along with this week, which is four weeks in total, you are able to make payments out of pocket if you need to use the benefits. Just keep in mind that, let's say for example, you don't need to use the coverage this week but you do next week.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: We can't leave gaps in coverage when taking payments out of pocket. So that will mean that you'll have to pay this week and next week if you're thinking of using it next week.

Speaker speaker_1: Okay.

Speaker speaker_0: And we can't take future payments. We have to go for the week off. If that makes sense .

Speaker speaker_1: Yes. So basically, uh, the insurance is inactive?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. Okay. Well, uh, soon as I get back, uh, to work, I'll call y'all and so let y'all know what's going on.

Speaker speaker_0: Understood. Was there anything else we can assist you with today?

Speaker speaker_1: No, that's it.

Speaker speaker_0: Hope you have a wonderful rest of your week. And hopefully you're feeling better soon.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: Of course. Have a great day.