

## **Transcript: Francesca**

**Baez-5406192941973504-6510754461433856**

### **Full Transcript**

Thank you for coming by for a 10 o'clock. My name is Francesca. How can I assist you today? Hi, I'm Mrs. Tina Chenault. And I talked to, uh, Justin Mills yesterday afternoon, and he sent me, um, my vision card and my dental card, but I don't see anywhere on here where my medical card is, and I would like to be able to get in to my doctor, but I don't, I don't have any kind of a medical card to be able to get in to see her. Okay. What staffing company do you work with? Verstella. And what are the last four of the socials? 9553. To make sure that I'm in the right account, can you please verify your mailing address and date of birth? 830 Cloudywind Drive, Apartment 400, Indianapolis, Indiana 46227. And the date of birth? 11/5/62. We have personal number to reach you down as 317-797-9587? Yes. We have your email down as your first and last name on number one at hotmail.com? Yes. Miss Tina, the reason why you didn't receive a medical card is 'cause you don't have medical coverage. You only have dental, vision, the life insurance, and the FreeRx membership for the prescriptions. They just took \$164 out of my check last week, so I'm not understanding why I don't have it. I was supposed to have had coverage. I'm not sure what that amount was for. The only thing that we have received so far is the \$13.87 per paycheck that your policy is. 'Cause I signed up for the MVP plan, and they told me they were gonna have to check and verify everything, um, with Verstella and then come back with that. Hello? Yes, ma'am. I'm looking over the emails. I'll have to reach out to the front office, 'cause I do see here where you called in January 30th in regards to not seeing the deduction. Yes. But there is no other note on your account stating that that issue was resolved or that they finished looking into it. Um, let's see. I have... Going back to my... How much did you say the deduction was for that you saw? Uh, \$164 for the MVP plan. Okay, so I'll send this out to the front office. I should hear back from them within 24 to 48 hours, and then I'll give you a call back with their findings. All right. Thank you. Of course. Well, I hope you have a wonderful rest of your day, and I'm looking forward to giving you a call back. Thank you.

### **Conversation Format**

Speaker speaker\_0: Thank you for coming by for a 10 o'clock. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Hi, I'm Mrs. Tina Chenault. And I talked to, uh, Justin Mills yesterday afternoon, and he sent me, um, my vision card and my dental card, but I don't see anywhere on here where my medical card is, and I would like to be able to get in to my doctor, but I don't, I don't have any kind of a medical card to be able to get in to see her.

Speaker speaker\_0: Okay. What staffing company do you work with?

Speaker speaker\_1: Verstella.

Speaker speaker\_0: And what are the last four of the socials?

Speaker speaker\_1: 9553.

Speaker speaker\_0: To make sure that I'm in the right account, can you please verify your mailing address and date of birth?

Speaker speaker\_1: 830 Cloudywind Drive, Apartment 400, Indianapolis, Indiana 46227.

Speaker speaker\_0: And the date of birth?

Speaker speaker\_1: 11/5/62.

Speaker speaker\_0: We have personal number to reach you down as 317-797-9587?

Speaker speaker\_1: Yes.

Speaker speaker\_0: We have your email down as your first and last name on number one at hotmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Miss Tina, the reason why you didn't receive a medical card is 'cause you don't have medical coverage. You only have dental, vision, the life insurance, and the FreeRx membership for the prescriptions.

Speaker speaker\_1: They just took \$164 out of my check last week, so I'm not understanding why I don't have it. I was supposed to have had coverage.

Speaker speaker\_0: I'm not sure what that amount was for. The only thing that we have received so far is the \$13.87 per paycheck that your policy is.

Speaker speaker\_1: 'Cause I signed up for the MVP plan, and they told me they were gonna have to check and verify everything, um, with Verstella and then come back with that. Hello?

Speaker speaker\_0: Yes, ma'am. I'm looking over the emails. I'll have to reach out to the front office, 'cause I do see here where you called in January 30th in regards to not seeing the deduction.

Speaker speaker\_1: Yes.

Speaker speaker\_0: But there is no other note on your account stating that that issue was resolved or that they finished looking into it.

Speaker speaker\_1: Um, let's see. I have... Going back to my...

Speaker speaker\_0: How much did you say the deduction was for that you saw?

Speaker speaker\_1: Uh, \$164 for the MVP plan.

Speaker speaker\_0: Okay, so I'll send this out to the front office. I should hear back from them within 24 to 48 hours, and then I'll give you a call back with their findings.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: Of course. Well, I hope you have a wonderful rest of your day, and I'm looking forward to giving you a call back.

Speaker speaker\_1: Thank you.