

Transcript: Francesca

Baez-5880797311221760-6451520618577920

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello, good afternoon. My name is Francesca with a benefit center card. I was looking to speak with Ms. Willis on behalf of AGC Healthcare. Willis. All right. Please be advised the call may be monitored and recorded for quality assurance purposes. Um, so I'm giving you a call, ma'am, to advise you in regards to... us previously now having your hospital indemnity policy information. Okay. So I was going to call to give you an update in regards to it but I do see here that you have already requested to cancel the plan so I was calling to see if you still wanted that information? I mean the plan- the plan canceled on Monday, my payment was taken out yesterday so you took a payment and I'm not getting no access to benefits. So we don't have access to your payslip, your staffing company does. When a cancellation gets submitted it takes seven to ten business days to process 'cause it has a couple of system that it has to be canceled on. That's the reason why you still receive another deduction even though you requested to cancel it. But I already received a deduction, right? Yes, ma'am and that's what I'm saying. It will take seven to ten business days for them to process the cancellation. No, I understand you saying process the cancellation seven to ten business days. Mm-hmm. I'm saying my money paid for something, I'm trying to get what my money paid for. You see what I'm saying? You took my money out yesterday. You're not gonna refund back my money. So why shouldn't I get a benefit from the money I paid? Okay. So I see here that the issue is the fact that you weren't showing up active on MetLife. Why? They say I'm not in their system. Yes, ma'am. So it does show here that my coworker at 3:22 PM opened an investigation in regards to it. So once that investigation gets resolved they should be giving you a call back. Our procedures take 24 to 48 business hours to get processed through. So as far as the portion of you being unable to show... not being unable, not showing up actually, I apologize, not showing up active on the carrier's system is going to be looked into. You should be receiving an answer back in regards to that within 24 to 48 business hours. Thank you. No problem, ma'am. Did you want the medical policy number or the benefit card? All I want is my eyeglasses. Okay. 'Cause the vision insurance is the one where they're having that issue where you're not showing active. Oh. I was actually calling in regards to you wanting a benefit card for the medical plan which you requested on the 28th. No, I just want the vision plan. I'm not interested- Okay. ... in the medical insurance. I just need the money paid for the insurance to use the benefits for eyeglasses. Understood, ma'am. I'll notate it. Thank you for taking my call.

Conversation Format

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

Speaker speaker_1: Hello, good afternoon. My name is Francesca with a benefit center card. I was looking to speak with Ms. Willis on behalf of AGC Healthcare.

Speaker speaker_2: Willis.

Speaker speaker_1: All right. Please be advised the call may be monitored and recorded for quality assurance purposes. Um, so I'm giving you a call, ma'am, to advise you in regards to... us previously now having your hospital indemnity policy information.

Speaker speaker_2: Okay.

Speaker speaker_1: So I was going to call to give you an update in regards to it but I do see here that you have already requested to cancel the plan so I was calling to see if you still wanted that information?

Speaker speaker_2: I mean the plan- the plan canceled on Monday, my payment was taken out yesterday so you took a payment and I'm not getting no access to benefits.

Speaker speaker_1: So we don't have access to your payslip, your staffing company does. When a cancellation gets submitted it takes seven to ten business days to process 'cause it has a couple of system that it has to be canceled on. That's the reason why you still receive another deduction even though you requested to cancel it.

Speaker speaker_2: But I already received a deduction, right?

Speaker speaker_1: Yes, ma'am and that's what I'm saying. It will take seven to ten business days for them to process the cancellation.

Speaker speaker_2: No, I understand you saying process the cancellation seven to ten business days.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: I'm saying my money paid for something, I'm trying to get what my money paid for. You see what I'm saying? You took my money out yesterday. You're not gonna refund back my money. So why shouldn't I get a benefit from the money I paid?

Speaker speaker_1: Okay. So I see here that the issue is the fact that you weren't showing up active on MetLife.

Speaker speaker_2: Why? They say I'm not in their system.

Speaker speaker_1: Yes, ma'am. So it does show here that my coworker at 3:22 PM opened an investigation in regards to it. So once that investigation gets resolved they should be giving you a call back. Our procedures take 24 to 48 business hours to get processed through. So as far as the portion of you being unable to show... not being unable, not showing up actually, I apologize, not showing up active on the carrier's system is going to be looked into. You should be receiving an answer back in regards to that within 24 to 48 business hours.

Speaker speaker_2: Thank you.

Speaker speaker_1: No problem, ma'am. Did you want the medical policy number or the benefit card?

Speaker speaker_2: All I want is my eyeglasses.

Speaker speaker_1: Okay. 'Cause the vision insurance is the one where they're having that issue where you're not showing active.

Speaker speaker_2: Oh.

Speaker speaker_1: I was actually calling in regards to you wanting a benefit card for the medical plan which you requested on the 28th.

Speaker speaker_2: No, I just want the vision plan. I'm not interested-

Speaker speaker_1: Okay.

Speaker speaker_2: ... in the medical insurance. I just need the money paid for the insurance to use the benefits for eyeglasses.

Speaker speaker_1: Understood, ma'am. I'll notate it. Thank you for taking my call.