

Transcript: Franchesca

Baez-6025221221433344-5391580837494784

Full Transcript

Okay. I'm just going to... I have something else to get through. Hello? You okay? Yeah, uh, I don't know, man. I'm just responding to a call. I got a text about some lapse in coverage, so I'm trying to see where it's going on. Okay. So is there information we can do more than likely the health insurance after your staffing company had a lapse in coverage? This way the deduction will be received. Oh, a lapse in cou- well, uh, I don't work... Well, I'm not, I'm not with the company anymore. I got a, I got a full-time... I mean, you know what I'm saying? I'm not, I'm not- Mm-hmm. ... working through them anymore, so I don't, I, I don't know. I guess- So what I would explain is your, your text message, once you stop working, there won't be any way for them to make the deduction from. Okay. So the system is going to be sending you about three or four of those text messages. Okay. So when you're no longer with the company, you can simply ignore them because it's going to take roughly five consecutive weeks of no payment for the system to cancel that policy. Okay. And so my policy's still valid until then? I will have to take a look and see because if we did not receive payment then the policy itself is inactive. Oh, well, that ain't gonna do nothing for me. Man, dang. So look, what dentist could I go to? You know what I'm saying? What kind of, you know, where can I go? I got, I got dental and stuff. What can, what dentist can I go to? I will have to first see whether or not you're active, um, as far as whether or not there's a network restriction. The dental plans the staffing companies offer doesn't have any network restriction. Hey. You, you can, you can check on that for me? Sure thing, sir. What staffing company do you work with? It's, uh, BGSF. And what are the last four of the social and the last name? 45-17 Davis. Could you please verify your mailing address and date of birth? 1417 Montclair Avenue, 05219-1994. Have best phone number same as the one you're calling, 314-749-0746. That's it. And lastly, I have your email as bdavis.broker@gmail.com. That's them. Yes, sir. So for this week you're currently inactive. This will be the first week that we do not receive payment for it. Dang. Y'all can't, y'all, y'all, y'all shut that down quick, huh? Well, we don't have access to your pay stub, sir. We only administer the health insurance. Your staffing company is the only one that had access to it to make those deductions. I know. What I meant by that is since I'm not working for them, you know, it's just like it ain't, I don't think it's been a month but the coverage is done or not active because of no payments for however long, but it's just pretty quick because hey, you ain't getting no money. Not you, but you know, your companies. I understand, yeah. This only was the first time that it was inactive. I'm a full time man now. Is there anything else I can do? Not a pimp anymore. Oh, that's great. Yeah. But, uh, dang. I was paying for that coverage. I was hoping I'd be able to put it to use before, uh, not being able to use it. Unfortunately it didn't work out that way. But, uh, I appreciate you, uh, answering my questions and, and things like that. And, uh, I mean, uh, so you say just ignore the text, don't really... It's not gonna do anything. I don't need to pay anything? Yes, sir. That is correct.

Okay. Well, I appreciate you. Well, first off, you have a wonderful rest of your day and it was pleasure assisting you today. Yeah, you as well. Thank you, miss. You're welcome. Bye-bye. All right, bye.

Conversation Format

Speaker speaker_0: Okay. I'm just going to... I have something else to get through.

Speaker speaker_1: Hello?

Speaker speaker_0: You okay?

Speaker speaker_1: Yeah, uh, I don't know, man. I'm just responding to a call. I got a text about some lapse in coverage, so I'm trying to see where it's going on.

Speaker speaker_0: Okay. So is there information we can do more than likely the health insurance after your staffing company had a lapse in coverage? This way the deduction will be received.

Speaker speaker_1: Oh, a lapse in cou- well, uh, I don't work... Well, I'm not, I'm not with the company anymore. I got a, I got a full-time... I mean, you know what I'm saying? I'm not, I'm not-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... working through them anymore, so I don't, I, I don't know. I guess-

Speaker speaker_0: So what I would explain is your, your text message, once you stop working, there won't be any way for them to make the deduction from.

Speaker speaker_1: Okay.

Speaker speaker_0: So the system is going to be sending you about three or four of those text messages.

Speaker speaker_1: Okay.

Speaker speaker_0: So when you're no longer with the company, you can simply ignore them because it's going to take roughly five consecutive weeks of no payment for the system to cancel that policy.

Speaker speaker_1: Okay. And so my policy's still valid until then?

Speaker speaker_0: I will have to take a look and see because if we did not receive payment then the policy itself is inactive.

Speaker speaker_1: Oh, well, that ain't gonna do nothing for me. Man, dang. So look, what dentist could I go to? You know what I'm saying? What kind of, you know, where can I go? I got, I got dental and stuff. What can, what dentist can I go to?

Speaker speaker_0: I will have to first see whether or not you're active, um, as far as whether or not there's a network restriction. The dental plans the staffing companies offer doesn't have any network restriction.

Speaker speaker_1: Hey. You, you can, you can check on that for me?

Speaker speaker_0: Sure thing, sir. What staffing company do you work with?

Speaker speaker_1: It's, uh, BGSF.

Speaker speaker_0: And what are the last four of the social and the last name?

Speaker speaker_1: 45-17 Davis.

Speaker speaker_0: Could you please verify your mailing address and date of birth?

Speaker speaker_1: 1417 Montclair Avenue, 05219-1994.

Speaker speaker_0: Have best phone number same as the one you're calling, 314-749-0746.

Speaker speaker_1: That's it.

Speaker speaker_0: And lastly, I have your email as bdavis.broker@gmail.com.

Speaker speaker_1: That's them.

Speaker speaker_0: Yes, sir. So for this week you're currently inactive. This will be the first week that we do not receive payment for it.

Speaker speaker_1: Dang. Y'all can't, y'all, y'all, y'all shut that down quick, huh?

Speaker speaker_0: Well, we don't have access to your pay stub, sir. We only administer the health insurance. Your staffing company is the only one that had access to it to make those deductions.

Speaker speaker_1: I know. What I meant by that is since I'm not working for them, you know, it's just like it ain't, I don't think it's been a month but the coverage is done or not active because of no payments for however long, but it's just pretty quick because hey, you ain't getting no money. Not you, but you know, your companies.

Speaker speaker_0: I understand, yeah. This only was the first time that it was inactive.

Speaker speaker_1: I'm a full time man now.

Speaker speaker_0: Is there anything else I can do?

Speaker speaker_1: Not a pimp anymore.

Speaker speaker_0: Oh, that's great.

Speaker speaker_1: Yeah. But, uh, dang. I was paying for that coverage. I was hoping I'd be able to put it to use before, uh, not being able to use it. Unfortunately it didn't work out that way. But, uh, I appreciate you, uh, answering my questions and, and things like that. And, uh, I mean, uh, so you say just ignore the text, don't really... It's not gonna do anything. I don't

need to pay anything?

Speaker speaker_0: Yes, sir. That is correct.

Speaker speaker_1: Okay. Well, I appreciate you.

Speaker speaker_0: Well, first off, you have a wonderful rest of your day and it was pleasure assisting you today.

Speaker speaker_1: Yeah, you as well. Thank you, miss.

Speaker speaker_0: You're welcome. Bye-bye.

Speaker speaker_1: All right, bye.