

Transcript: Francesca

Baez-6055284865286144-5456323850846208

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in Accra. My name is Francesca. How can I assist you today? Yeah, this is Brenda Harrison. I was... I've been so confused this morning. I just talked to one of y'all reps and, um, I guess I had to register whatever and I guess it was asking for \$29.99 I guess for, um, the membership thing. Is that to cover like medications being met? What is the \$29 for? I will have to take a look into your account to see what specific charge you're speaking in regards to. Which having company do you work with? I work for ATC Healthcare. What are the last four of your Social? 1410. Hmm, let's see. Mrs. Harrison? Uh-huh. This is me. Please verify your mailing address and date of birth. My date of birth was 3/12/1970. My address is 49 MLK Junior Avenue, Southwest Carroll, Georgia 39828. I have the best phone number to reach you down as 813-853-8520. All right. I have your email down as bharrison1970@gmail.com. No S on the last name. Correct. I don't see any charge of \$29 on your policy, ma'am. That shows you're paying a total of \$21.84 for your policy at the moment. Well, I just went and signed up for something that do I need to dial another number when it... I guess it was for the membership for the... I don't know if it's for the mailing of the medication. Is that I would need to know the name of the website you were on. Oh, Lord. It was just through the, um, email they just sent me. This is just too much here. Don't tell me I done went and spent my money for something that I shouldn't have. It was up under the Rx Free. I need to call them back? Freerx.com. So that's actually a prescription membership that comes included in your medical preventative care plan. Uh-huh. So you already have the membership. You should had only needed to register for it. Okay. Well, I, um... also I just used my card for 29.99. So who do I need to call for that money to go back on my card? Did you use the same email that I verified with you to set up that membership? I did. Okay. So what's gonna happen is I'm gonna send a message out to IT to see if we can reject the payment or stop it before it finishes processing. Okay. Thank you. I appreciate that because I just did. It's probably been like... Maybe it ain't been 10 minutes ago. They ask you for any personal information like Social Security number or anything like that? They did not. Okay. So that would be why I still let you do it. They didn't ask for that. No. They ain't ask me for my Social Security number. Okay. So I'll be the reason why I still let you submit an enrollment, even though you already have a membership. What I'm also gonna do is I'm gonna send you a separate email. Uh-huh. We're just gonna have the instructions for the registration so you can make sure that you are indeed registered already. Mm-hmm. And you can use that- I thought the lady that I just talked to, to that, I think I was already registered anyway 'cause I registered when they sent me the email like two weeks ago or maybe a week ago. But for some reason just now when I called, I guess I was... I guessed when I was registering, they was asking me I guessed for home delivery or something when I was registering and they asked me for 29.99 for a membership fee. That's

what I'm not- Yes, ma'am. When registering, you actually enroll into it. I enrolled into it? Yes, ma'am. So you requested a separate membership aside from the one that's on your medical. If you, if you requested a credit card payment of the \$29 and change- Yes. It did. ... that was your request for membership. And it took it, and it took it off my card because, um, I just looked in my account and it's gone. It might be still pending, but it did take, you know, it's, it's, it's on hold as pending. So yeah, so I mean- Let's see. It should take roughly three to 48 hours for them to get back to me in regards to it. Uh-huh. If not, just give y'all a call back again. No, I will be giving you a call within 24 to 48 hours once they get back to me. Okay. I appreciate it. So I need to go on here on this, on this website, on this thing you just sent me and, um, which one I need to go and proceed to website and click in member login or from member login page? So you're just gonna follow the instructions that are there on that email. Mm-hmm. You're gonna go into either the website or you're just gonna follow that, excuse me, that link that is there for the member login. 'Cause you already have an account so what you're gonna do is member login and then from member login- Oh, okay. ... it should give you the option for registration. So I'm gonna go from, from the member login page, that's the one I need to go in, the second one? The second link? 'Cause it gave me two links. Yes, ma'am. And then when you go into- All right. ... the member login, at the bottom left, there's gonna be n- new user registration right underneath login. That's where you're gonna click into to register. Okay. Registration. Oh, this is so complicated. When I hit start registration, it just a block came up there and say, "Employee does not have a current or pending enrollment in the system." What do I need to do? Okay. And you already put in your, um, your social and everything that it asked us for before that popped in, right? I, I, it says right here, "Register as new user." I put my first and last name. Mm-hmm. My email and my Social Security, um, number, and I hit the start registration and that was the message that it gave me. All right. So I also added in the ticket in regards to the processing payment that we're trying to stop. Uh-huh. What was that error message one more time? Oh, hold on. Mm-hmm. "This employee does not have a current or a pending enrollment in the system." All right. I'm verifying with you that error message says, "This employee does not have a current or pending enrollment on the system," right? Uh-huh. And it's got a block down here, a blue box say, "Okay." So I guess I hit okay. Do I need to go back out and go into that first one where it said, "Proceed," something? Where I told you- No, Ms. Harrison. So now that it gave you that error message- Uh-huh. ... what we're gonna do is alert IT so they can see if there's either a glitch in their system or if when your information itself was being uploaded to the system there was an issue so that we can fix it. And then- Uh-huh. ... once they get that taken care of, I'll give you a call back to let you know- Okay. ... when you can try and to register one more time. Okay? Okay. Thank you. I appreciate that. Of course. Mm-hmm. Was there anything else aside from these two issues that we should alert them of? No, that's it. All right. So I'll go ahead and let them know that. Okay. And I'll give you a call as soon as I hear from them. Okay. If there's a specific timeframe I might not be able to reach you and it will be best for me to avoid it. Mm-hmm. Okay. So if I do not get you, I'll go ahead and leave a message and send an email. I'm gonna need- Okay. ... if I call today and I don't reach you, I'll give you a call back tomorrow if I, if we don't hear from you by end of day today. Okay? Okay. Thank you. I appreciate that so much. Of course. It was my pleasure. I do hope you have a wonderful rest of your day and hopefully we can get this all settled for you quickly. Thank you, and same to you. Thank you. Bye-bye. Uh-huh. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in Accra. My name is Francesca. How can I assist you today?

Speaker speaker_2: Yeah, this is Brenda Harrison. I was... I've been so confused this morning. I just talked to one of y'all reps and, um, I guess I had to register whatever and I guess it was asking for \$29.99 I guess for, um, the membership thing. Is that to cover like medications being met? What is the \$29 for?

Speaker speaker_1: I will have to take a look into your account to see what specific charge you're speaking in regards to. Which having company do you work with?

Speaker speaker_2: I work for ATC Healthcare.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_2: 1410.

Speaker speaker_1: Hmm, let's see. Mrs. Harrison?

Speaker speaker_2: Uh-huh. This is me.

Speaker speaker_1: Please verify your mailing address and date of birth.

Speaker speaker_2: My date of birth was 3/12/1970. My address is 49 MLK Junior Avenue, Southwest Carroll, Georgia 39828.

Speaker speaker_1: I have the best phone number to reach you down as 813-853-8520.

Speaker speaker_2: All right.

Speaker speaker_1: I have your email down as bharrison1970@gmail.com. No S on the last name.

Speaker speaker_2: Correct.

Speaker speaker_1: I don't see any charge of \$29 on your policy, ma'am. That shows you're paying a total of \$21.84 for your policy at the moment.

Speaker speaker_2: Well, I just went and signed up for something that do I need to dial another number when it... I guess it was for the membership for the... I don't know if it's for the mailing of the medication. Is that

Speaker speaker_3: I would need to know the name of the website you were on.

Speaker speaker_2: Oh, Lord. It was just through the, um, email they just sent me. This is just too much here. Don't tell me I done went and spent my money for something that I shouldn't

have. It was up under the Rx Free. I need to call them back? Freerx.com.

Speaker speaker_1: So that's actually a prescription membership that comes included in your medical preventative care plan.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: So you already have the membership. You should had only needed to register for it.

Speaker speaker_2: Okay. Well, I, um... also I just used my card for 29.99. So who do I need to call for that money to go back on my card?

Speaker speaker_1: Did you use the same email that I verified with you to set up that membership?

Speaker speaker_2: I did.

Speaker speaker_1: Okay. So what's gonna happen is I'm gonna send a message out to IT to see if we can reject the payment or stop it before it finishes processing.

Speaker speaker_2: Okay. Thank you. I appreciate that because I just did. It's probably been like... Maybe it ain't been 10 minutes ago.

Speaker speaker_1: They ask you for any personal information like Social Security number or anything like that?

Speaker speaker_2: They did not.

Speaker speaker_1: Okay. So that would be why I still let you do it.

Speaker speaker_2: They didn't ask for that. No. They ain't ask me for my Social Security number.

Speaker speaker_1: Okay. So I'll be the reason why I still let you submit an enrollment, even though you already have a membership. What I'm also gonna do is I'm gonna send you a separate email.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: We're just gonna have the instructions for the registration so you can make sure that you are indeed registered already.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And you can use that-

Speaker speaker_2: I thought the lady that I just talked to, to that, I think I was already registered anyway 'cause I registered when they sent me the email like two weeks ago or maybe a week ago. But for some reason just now when I called, I guess I was... I guessed when I was registering, they was asking me I guessed for home delivery or something when I was registering and they asked me for 29.99 for a membership fee. That's what I'm not-

Speaker speaker_1: Yes, ma'am. When registering, you actually enroll into it.

Speaker speaker_2: I enrolled into it?

Speaker speaker_1: Yes, ma'am. So you requested a separate membership aside from the one that's on your medical. If you, if you requested a credit card payment of the \$29 and change-

Speaker speaker_2: Yes. It did.

Speaker speaker_1: ... that was your request for membership.

Speaker speaker_2: And it took it, and it took it off my card because, um, I just looked in my account and it's gone. It might be still pending, but it did take, you know, it's, it's, it's on hold as pending. So yeah, so I mean-

Speaker speaker_1: Let's see. It should take roughly three to 48 hours for them to get back to me in regards to it.

Speaker speaker_2: Uh-huh. If not, just give y'all a call back again.

Speaker speaker_1: No, I will be giving you a call within 24 to 48 hours once they get back to me.

Speaker speaker_2: Okay. I appreciate it. So I need to go on here on this, on this website, on this thing you just sent me and, um, which one I need to go and proceed to website and click in member login or from member login page?

Speaker speaker_1: So you're just gonna follow the instructions that are there on that email.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: You're gonna go into either the website or you're just gonna follow that, excuse me, that link that is there for the member login. 'Cause you already have an account so what you're gonna do is member login and then from member login-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... it should give you the option for registration.

Speaker speaker_2: So I'm gonna go from, from the member login page, that's the one I need to go in, the second one? The second link? 'Cause it gave me two links.

Speaker speaker_1: Yes, ma'am. And then when you go into-

Speaker speaker_2: All right.

Speaker speaker_1: ... the member login, at the bottom left, there's gonna be n- new user registration right underneath login. That's where you're gonna click into to register.

Speaker speaker_2: Okay.

Speaker speaker_1: Registration. Oh, this is so complicated.

Speaker speaker_4: When I hit start registration, it just a block came up there and say, "Employee does not have a current or pending enrollment in the system." What do I need to do?

Speaker speaker_1: Okay. And you already put in your, um, your social and everything that it asked us for before that popped in, right?

Speaker speaker_4: I, I, it says right here, "Register as new user." I put my first and last name.

Speaker speaker_1: Mm-hmm.

Speaker speaker_4: My email and my Social Security, um, number, and I hit the start registration and that was the message that it gave me.

Speaker speaker_1: All right. So I also added in the ticket in regards to the processing payment that we're trying to stop.

Speaker speaker_4: Uh-huh.

Speaker speaker_1: What was that error message one more time?

Speaker speaker_4: Oh, hold on.

Speaker speaker_1: Mm-hmm.

Speaker speaker_4: "This employee does not have a current or a pending enrollment in the system."

Speaker speaker_1: All right. I'm verifying with you that error message says, "This employee does not have a current or pending enrollment on the system," right?

Speaker speaker_4: Uh-huh. And it's got a block down here, a blue box say, "Okay." So I guess I hit okay. Do I need to go back out and go into that first one where it said, "Proceed," something? Where I told you-

Speaker speaker_1: No, Ms. Harrison. So now that it gave you that error message-

Speaker speaker_4: Uh-huh.

Speaker speaker_1: ... what we're gonna do is alert IT so they can see if there's either a glitch in their system or if when your information itself was being uploaded to the system there was an issue so that we can fix it. And then-

Speaker speaker_4: Uh-huh.

Speaker speaker_1: ... once they get that taken care of, I'll give you a call back to let you know-

Speaker speaker_4: Okay.

Speaker speaker_1: ... when you can try and to register one more time. Okay?

Speaker speaker_4: Okay. Thank you. I appreciate that.

Speaker speaker_1: Of course.

Speaker speaker_4: Mm-hmm.

Speaker speaker_1: Was there anything else aside from these two issues that we should alert them of?

Speaker speaker_4: No, that's it.

Speaker speaker_1: All right. So I'll go ahead and let them know that.

Speaker speaker_4: Okay.

Speaker speaker_1: And I'll give you a call as soon as I hear from them.

Speaker speaker_4: Okay.

Speaker speaker_1: If there's a specific timeframe I might not be able to reach you and it will be best for me to avoid it.

Speaker speaker_4: Mm-hmm.

Speaker speaker_1: Okay. So if I do not get you, I'll go ahead and leave a message and send an email. I'm gonna need-

Speaker speaker_4: Okay.

Speaker speaker_1: ... if I call today and I don't reach you, I'll give you a call back tomorrow if I, if we don't hear from you by end of day today. Okay?

Speaker speaker_4: Okay. Thank you. I appreciate that so much.

Speaker speaker_1: Of course. It was my pleasure. I do hope you have a wonderful rest of your day and hopefully we can get this all settled for you quickly.

Speaker speaker_4: Thank you, and same to you.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_4: Uh-huh. Bye-bye.