

Transcript: Francesca

Baez-6101203228082176-4767711613468672

Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Um, yes, I'm calling to check on the benefits. Okay. Are you calling to check if they're active, to enroll, what they are? Um, I'm trying to see, um, is mine still active because I got a bill back saying that I owed for everything. What staffing company do you work with? Crown. What are the last four of the Social Union last name? Teal and it's 2984. And lastly, to confirm that I have the right account, can you please verify your mailing address and date of birth? 1103 Chase Lake Parkway, 5/18/2000. We have the best phone number to reach you down at 659-302-7533. Same as the one your call was done? Yes, ma'am. We have your email down as lastnamefirstname2@gmail.com? Yes, ma'am. And was that for medical, dental or vision? Dental. And for which day of service? Day of service was 10/15... February 28th. Let me make sure that's right. Yes. January 16th- No, uh, date of service was January 16th. January 16th. I see why. So during January 6th all the way to January 19th, we did not receive payment for coverage so you were not active during those two weeks. Oh, wow. But now it's active? For this week, yes. So from the whole time that you had coverage with Crown Services- Mm-hmm. ... there were two incidents in which you were not active. It was the week of July 2024 from the 15th to the 21st, and then this year, January 6th to the 19th. Um, but after January 20th all the way up to today, you have been active with no lapse in coverage. But it was only those two times that we did not receive payment and you were not active for a couple of days. So is there any way to, like, have this put on there or it's not? I can double-check. Or is this... Okay. Yeah. I can double-check and see. Due to the fact that no one has ever asked to make a payment for- Mm-hmm. ... so many days back, this is the first time anyone has asked me so I wanna double-check and see if you're able to. Um, but I think- Okay. ... maybe not 'cause if I'm not mistaken, I think they told me it was within 30 days. So let me double-check with the rest of my team members and then I'll be right back with you, okay? Okay. Thank you. Please hold. Thank you so much for holding, ma'am. Yeah. Okay. So missy, unfortunately, no, you're not able to make a payment for the coverage that was missed during January. Mm-hmm. We're only allowed to take out of pocket for the month that we're on. Okay. Thank you- ... very much for that. You're welcome. And then how much is you're taking out now for the benefits and the card? So for the dental and the vision, it is \$5.67 per paycheck. Um, I do want to clarify, the benefit is through your staffing company. We're just the administrator for it though 'cause we don't own the plan. Mm-hmm. Okay. Okay. And it is active still, like for... Just say if I go to the vision, it's still active for it? Yes, ma'am. You're active for this week's coverage and then- Okay. ... once we receive payment for next week, you'll be active next week if we do receive it. Okay. Thank you. Of course. Hope you have a wonderful rest of your day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Um, yes, I'm calling to check on the benefits.

Speaker speaker_0: Okay. Are you calling to check if they're active, to enroll, what they are?

Speaker speaker_1: Um, I'm trying to see, um, is mine still active because I got a bill back saying that I owed for everything.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Crown.

Speaker speaker_0: What are the last four of the Social Union last name?

Speaker speaker_1: Teal and it's 2984.

Speaker speaker_0: And lastly, to confirm that I have the right account, can you please verify your mailing address and date of birth?

Speaker speaker_1: 1103 Chase Lake Parkway, 5/18/2000.

Speaker speaker_0: We have the best phone number to reach you down at 659-302-7533. Same as the one your call was done?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: We have your email down as lastnamefirstnamenumber2@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And was that for medical, dental or vision?

Speaker speaker_1: Dental.

Speaker speaker_0: And for which day of service?

Speaker speaker_1: Day of service was 10/15... February 28th. Let me make sure that's right. Yes.

Speaker speaker_0: January 16th-

Speaker speaker_1: No, uh, date of service was January 16th.

Speaker speaker_0: January 16th. I see why. So during January 6th all the way to January 19th, we did not receive payment for coverage so you were not active during those two weeks.

Speaker speaker_1: Oh, wow. But now it's active?

Speaker speaker_0: For this week, yes. So from the whole time that you had coverage with Crown Services-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... there were two incidents in which you were not active. It was the week of July 2024 from the 15th to the 21st, and then this year, January 6th to the 19th. Um, but after January 20th all the way up to today, you have been active with no lapse in coverage. But it was only those two times that we did not receive payment and you were not active for a couple of days.

Speaker speaker_1: So is there any way to, like, have this put on there or it's not?

Speaker speaker_0: I can double-check.

Speaker speaker_1: Or is this... Okay.

Speaker speaker_0: Yeah. I can double-check and see. Due to the fact that no one has ever asked to make a payment for-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... so many days back, this is the first time anyone has asked me so I wanna double-check and see if you're able to. Um, but I think-

Speaker speaker_1: Okay.

Speaker speaker_0: ... maybe not 'cause if I'm not mistaken, I think they told me it was within 30 days. So let me double-check with the rest of my team members and then I'll be right back with you, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Thank you. Please hold. Thank you so much for holding, ma'am.

Speaker speaker_2: Yeah.

Speaker speaker_0: Okay. So missy, unfortunately, no, you're not able to make a payment for the coverage that was missed during January.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: We're only allowed to take out of pocket for the month that we're on.

Speaker speaker_2: Okay. Thank you-

Speaker speaker_0: ... very much for that. You're welcome.

Speaker speaker_2: And then how much is you're taking out now for the benefits and the card?

Speaker speaker_0: So for the dental and the vision, it is \$5.67 per paycheck. Um, I do want to clarify, the benefit is through your staffing company. We're just the administrator for it though 'cause we don't own the plan.

Speaker speaker_2: Mm-hmm. Okay. Okay. And it is active still, like for... Just say if I go to the vision, it's still active for it?

Speaker speaker_0: Yes, ma'am. You're active for this week's coverage and then-

Speaker speaker_2: Okay.

Speaker speaker_0: ... once we receive payment for next week, you'll be active next week if we do receive it.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_0: Of course. Hope you have a wonderful rest of your day.

Speaker speaker_2: You too.