

Transcript: Francesca

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Full Transcript

Thank you for calling Benefiting Our Community. This is Francesca. How can I assist you today? Hey, good morning. Good afternoon. How are you doing? I'm good. How are you today, sir? Good. Um, I'm just calling about the payment. Uh, um, I'm trying to make a payment, try, uh, to make the payment so I've, I've been talking with someone already. He got the issue to get the money but I did talk with my bank. I called the bank one- that's why everything is okay right now. The money's on the process. Okay. Let's take a look and see if anyone left any notes in your account. What staffing company do you work with? ATC. What are the last four of your social and your last name? 9218 011. Can you please verify your mailing address and date of birth to make sure I have located the correct account? My mailing address is 169 Internal Avenue, Marcby, New York 11195 011 114 1979. I have that as contact 470-388-8862. 388-8862. Yes, ma'am. And we have your email as your first and last name at yahoo.com. Yes, ma'am. mollycomans@yahoo.com. Okay. So I do see here per the notes in your account, we already opened an investigation and it does look like the issue was not with our bank. I mean, with our system. It does show here that it's stated you were going to be speaking with your bank again before trying to make the payment one more time. Yes. Yeah, I did, I did talk to them already. Understood. And that payment will be for this week's coverage from the 10th to the 16th, correct? Uh, can you repeat for me? Yes, sir. I'm verifying that the payment you're making this day will be for the benefits of this week, which will be from Monday the 10th till Sunday the 16th. Correct? No, it's on... The amount is, uh, 49.60, 49.60. Yes, sir, and that will be for this week's benefits, correct? Yes. Okay. Is the billing address the same as the one you verified on file with me? Billing address 9169 Internal Avenue, Marcby, New York 11950. All right, whenever you're ready for the card number, you can go ahead. Yeah, the money's on the process already. Excuse me? The money's on the process. Can you check your profile to see the... about the 49.60 cents? Yeah. It's on the process already. So our system doesn't show any payment being processed through, sir. All right. Wait one minute. I do want to ask, by any chance last week did you receive a paycheck from ATC? Uh, they say they pay but I don't know why I'm paying. But they say they pay, they pay. They, they, they give me the pay, uh, the check but I don't know. But I know I, I don't... Yeah, I don't know why I'm paying. They say that... Yeah, when I... so when I talk to them I say, "Oh." They say, yeah, they pay the, they pay me about on 20, 20, 20, 21st, on February 21st. Okay. The reason why I'm asking whether or not your staffing company provided you with a paycheck last week is 'cause usually we receive the payments from the staffing company, those payment files, at some point throughout Monday through Wednesday. So if you did receive a paycheck last week and you remember seeing the deduction of the 49.60, there isn't a need for you to make a payment 'cause if you do make a payment out of pocket, I'm not too sure whether or not we'll be able to reimburse it if it was already taken out of your paycheck

provided by ATC Staffing. Do you remember seeing the deduction of the 49.60? Yeah. Okay. So if you do remember seeing it- So, so- Hmm? Do I now? Go ahead, ma'am. Oh, no, I was just going to say, sir, if you do remember seeing the deduction of the 49.60 on last week's paycheck, I'll recommend waiting till tomorrow before you try to make that payment out of pocket to see if we just have not received the file yet and it's probably processing. Because like I said, the staffing company, they send the payment files from all of the members' payments throughout the days of Monday, Tuesday or Wednesdays. So tomorrow will be the very last day that we will receive any payments sent over by your staffing company. So if you did see that deduction, I would recommend waiting till tomorrow to try to make that payment just to make sure that you're not making any claims for this week's coverage. No, but the thing is I got an appointment tomorrow. I don't... I cannot miss the appointment. There's a doctor appointment, I cannot miss that one and that's why I'm trying to settle everything. That's the reason why I got an appointment, uh, for tomorrow, so I don't want to miss the appointment again, so that's why when they call me I don't see... I don't see anything and I says, "No. Okay, I can... I am going to pay with my phone number." We tried to do the payment. I s- I... But I see the money is in the process. Where do you see the money is in the process? I'm sorry. Yeah, about, uh, yeah, when I call with some- I call with some of the ■■■■ to take the money, you know, it cannot. When I call my ■■■■ to take the money but when I see how, uh, the money's in the process, about, uh, 49.60 cents, \$49.60. Like it shows that it's pending to being taken out of your bank account? Yes. I can open another ticket. Yeah, it's like a check card, 03 Benefit Grounds LLC, Greenwich, South Carolina. That's why. Okay. So I can open a check and advise the front office you're saying that you're showing the payment being processing- Mm-hmm. ... on your bank statement. Yeah. Um, I'll also ask them in regards to the possibility there being a payment from your pay stub from last week too, because that may cause an issue. But it- it- it doesn't matter. It- it's okay about with the payment last week but, uh, I- I- um, yeah, I want to already to pay. I don't- uh, I don't mind to pay 49 and then after I can discuss that with, uh, with the- uh, my employer. Because tomorrow I don't want to miss the appointment, that's why. Whatever- what happened before, so I'm willing to pay 49 by ■■■■ and then after I can discuss with my- my- my company for that. You know what I mean? So that one's a little bit outside of my capabilities. So I can simply ask the front office to see if that payment shows processing on our end. Um, but that's as far as I can really help with the current situation. Yeah, please do. Okay. Sure thing, sir. Once I hear back from them, I should be giving you a call back right away. So because, uh, otherwise if not I can- I- I- I cannot make the appointment, I cannot show up in the- in the- in the appointment? Understand sir. Hello? Yes, sir. You're saying that you cannot talk while you are in your appointment tomorrow? Yeah, about, uh, if that because I want- I want to set- set that up ■■■■ because I have to do a colonoscopy already. . I already started the prep, you know what I mean? That's why. Okay. So I'll have the front office look into it, sir. Can you repeat again, ma'am? Yes, sir. I'll have the front office look into it. I don't have access to whether or not we have a payment processing. I can't see that. All right. None of the people that are on the phone can see that. I have to put that ticket in, sir. That's the only way to solve this. Okay, all right. Uh, so- so what do you say, I can call- I can call the hospital to explain what is going on or no? I'm confused, sir. Why are you calling the hospital in regards to the payment? I'm sorry. Maybe I'm not understanding. Oh, okay. No, because, uh, someone at the- at the hospital called me about the insurance because their- their ■■■■ cover, they don't see any- any payment. That's why I call- ab- when-

when someone called me, I ca- they should have give me the number so that someone call- give me the number to call the ins- uh, department to make the payment. So that's why I- I- I told you, if I can call the- the pre- uh, to see- to see what is going on or if I can still go to the appointment or no. Okay. Let me make sure I'm on the same page with you. As of right now, what we're trying to figure out is whether or not- Okay. ... that payment that you're seeing coming out of your bank account is processing in our system, right? Yeah. Is this correct? Yes. Yes, sir. So there's no need to reach out to the hospital. They wouldn't be able to assist you with this current issue. Our front office has to look into whether or not the payment that you're seeing that's coming out of your bank account is processing in our system or not. So as of right now, the current issue I can't help you with, your bank cannot help you with, or your hospital. The front office is the only one that has access to our system and to see whether or not a payment is processing. So the front office will need to look into it. Aside from that, I will advise them by you stating you saw a deduction already on last week's paycheck, which means that at some point, either today or tomorrow, we're going to receive once again another payment for this week's benefits. So those are things that they're outside of my hands, they're outside of your hands. We need to sit back and wait for the front office to call back after I submit your ticket- Okay. ... and then I'll be giving you a call. Mm-hmm. All right. Because I see the money is in the process. Okay. All right, ma'am. I'm waiting your call. Okay. So I'll be giving you a call either within 24 to 48 hours, but as soon as I hear back from them, I'll go ahead and give you a call and let you know, okay? Okay. All right. Thank you. Bye-bye. Of course. Do you have any other questions or concerns before I submit your ticket? Only now. Thank you. Of course, it was my pleasure. That's what we're here for. I look forward to giving you that call back. Have a great day. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefiting Our Community. This is Francesca. How can I assist you today?

Speaker speaker_1: Hey, good morning. Good afternoon. How are you doing?

Speaker speaker_0: I'm good. How are you today, sir?

Speaker speaker_1: Good. Um, I'm just calling about the payment. Uh, um, I'm trying to make a payment, try, uh, to make the payment so I've, I've been talking with someone already. He got the issue to get the money but I did talk with my bank. I called the bank one- that's why everything is okay right now. The money's on the process.

Speaker speaker_0: Okay. Let's take a look and see if anyone left any notes in your account. What staffing company do you work with?

Speaker speaker_1: ATC.

Speaker speaker_0: What are the last four of your social and your last name?

Speaker speaker_1: 9218 011.

Speaker speaker_0: Can you please verify your mailing address and date of birth to make sure I have located the correct account?

Speaker speaker_1: My mailing address is 169 Internal Avenue, Marcbby, New York 11195 011 114 1979.

Speaker speaker_0: I have that as contact 470-388-8862.

Speaker speaker_1: 388-8862. Yes, ma'am.

Speaker speaker_0: And we have your email as your first and last name at yahoo.com.

Speaker speaker_1: Yes, ma'am. mollycomans@yahoo.com.

Speaker speaker_0: Okay. So I do see here per the notes in your account, we already opened an investigation and it does look like the issue was not with our bank. I mean, with our system. It does show here that it's stated you were going to be speaking with your bank again before trying to make the payment one more time.

Speaker speaker_1: Yes. Yeah, I did, I did talk to them already.

Speaker speaker_0: Understood. And that payment will be for this week's coverage from the 10th to the 16th, correct?

Speaker speaker_1: Uh, can you repeat for me?

Speaker speaker_0: Yes, sir. I'm verifying that the payment you're making this day will be for the benefits of this week, which will be from Monday the 10th till Sunday the 16th. Correct?

Speaker speaker_1: No, it's on... The amount is, uh, 49.60, 49.60.

Speaker speaker_0: Yes, sir, and that will be for this week's benefits, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Is the billing address the same as the one you verified on file with me?

Speaker speaker_1: Billing address 9169 Internal Avenue, Marcbby, New York 11950.

Speaker speaker_0: All right, whenever you're ready for the card number, you can go ahead.

Speaker speaker_1: Yeah, the money's on the process already.

Speaker speaker_0: Excuse me?

Speaker speaker_1: The money's on the process. Can you check your profile to see the... about the 49.60 cents? Yeah. It's on the process already.

Speaker speaker_0: So our system doesn't show any payment being processed through, sir.

Speaker speaker_1: All right. Wait one minute.

Speaker speaker_0: I do want to ask, by any chance last week did you receive a paycheck from ATC?

Speaker speaker_1: Uh, they say they pay but I don't know why I'm paying. But they say they pay, they pay. They, they, they give me the pay, uh, the check but I don't know. But I know I, I don't... Yeah, I don't know why I paying. They say that... Yeah, when I... so when I talk to them I say, "Oh." They say, yeah, they pay the, they pay me about on 20, 20, 20, 21st, on February 21st.

Speaker speaker_0: Okay. The reason why I'm asking whether or not your staffing company provided you with a paycheck last week is 'cause usually we receive the payments from the staffing company, those payment files, at some point throughout Monday through Wednesday. So if you did receive a paycheck last week and you remember seeing the deduction of the 49.60, there isn't a need for you to make a payment 'cause if you do make a payment out of pocket, I'm not too sure whether or not we'll be able to reimburse it if it was already taken out of your paycheck provided by ATC Staffing. Do you remember seeing the deduction of the 49.60?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So if you do remember seeing it-

Speaker speaker_1: So, so-

Speaker speaker_0: Hmm?

Speaker speaker_1: Do I now? Go ahead, ma'am.

Speaker speaker_0: Oh, no, I was just going to say, sir, if you do remember seeing the deduction of the 49.60 on last week's paycheck, I'll recommend waiting till tomorrow before you try to make that payment out of pocket to see if we just have not received the file yet and it's probably processing. Because like I said, the staffing company, they send the payment files from all of the members' payments throughout the days of Monday, Tuesday or Wednesdays. So tomorrow will be the very last day that we will receive any payments sent over by your staffing company. So if you did see that deduction, I would recommend waiting till tomorrow to try to make that payment just to make sure that you're not making any claims for this week's coverage.

Speaker speaker_1: No, but the thing is I got an appointment tomorrow. I don't... I cannot miss the appointment. There's a doctor appointment, I cannot miss that one and that's why I'm trying to settle everything. That's the reason why I got an appointment, uh, for tomorrow, so I don't want to miss the appointment again, so that's why when they call me I don't see... I don't see anything and I says, "No. Okay, I can... I am going to pay with my phone number." We tried to do the payment. I s- I... But I see the money is in the process.

Speaker speaker_0: Where do you see the money is in the process? I'm sorry.

Speaker speaker_1: Yeah, about, uh, yeah, when I call with some- I call with some of the ■■■■ to take the money, you know, it cannot. When I call my ■■■■ to take the money but when I see how, uh, the money's in the process, about, uh, 49.60 cents, \$49.60.

Speaker speaker_0: Like it shows that it's pending to being taken out of your bank account?

Speaker speaker_1: Yes.

Speaker speaker_0: I can open another ticket.

Speaker speaker_1: Yeah, it's like a che- check card, 03 Benefit Grounds LLC, Greenwich, South Carolina. That's why.

Speaker speaker_0: Okay. So I can open a check and advise the front office you're saying that you're showing the payment being processing-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... on your bank statement.

Speaker speaker_1: Yeah.

Speaker speaker_0: Um, I'll also ask them in regards to the possibility there being a payment from your pay stub from last week too, because that may cause an issue.

Speaker speaker_1: But it- it- it doesn't matter. It- it's okay about with the payment last week but, uh, I- I- um, yeah, I want to already to pay. I don't- uh, I don't mind to pay 49 and then after I can discuss that with, uh, with the- uh, my employer. Because tomorrow I don't want to miss the appointment, that's why. Whatever- what happened before, so I'm willing to pay 49 by ■■■■ and then after I can discuss with my- my- my company for that. You know what I mean?

Speaker speaker_0: So that one's a little bit outside of my capabilities. So I can simply ask the front office to see if that payment shows processing on our end. Um, but that's as far as I can really help with the current situation.

Speaker speaker_1: Yeah, please do.

Speaker speaker_0: Okay. Sure thing, sir. Once I hear back from them, I should be giving you a call back right away.

Speaker speaker_1: So because, uh, otherwise if not I can- I- I- I cannot make the appointment, I cannot show up in the- in the- in the appointment?

Speaker speaker_0: Understand sir.

Speaker speaker_1: Hello?

Speaker speaker_0: Yes, sir. You're saying that you cannot talk while you are in your appointment tomorrow?

Speaker speaker_1: Yeah, about, uh, if that because I want- I want to set- set that up ■■■■ because I have to do a colonoscopy already. . I already started the prep, you know what I mean? That's why.

Speaker speaker_0: Okay. So I'll have the front office look into it, sir.

Speaker speaker_1: Can you repeat again, ma'am?

Speaker speaker_0: Yes, sir. I'll have the front office look into it. I don't have access to whether or not we have a payment processing. I can't see that.

Speaker speaker_1: All right.

Speaker speaker_0: None of the people that are on the phone can see that. I have to put that ticket in, sir. That's the only way to solve this.

Speaker speaker_1: Okay, all right. Uh, so- so what do you say, I can call- I can call the hospital to explain what is going on or no?

Speaker speaker_0: I'm confused, sir. Why are you calling the hospital in regards to the payment? I'm sorry. Maybe I'm not understanding.

Speaker speaker_1: Oh, okay. No, because, uh, someone at the- at the hospital called me about the insurance because their- their ■■■■ cover, they don't see any- any payment. That's why I call- ab- when- when someone called me, I ca- they should have give me the number so that someone call- give me the number to call the ins- uh, department to make the payment. So that's why I- I- I told you, if I can call the- the pre- uh, to see- to see what is going on or if I can still go to the appointment or no.

Speaker speaker_0: Okay. Let me make sure I'm on the same page with you. As of right now, what we're trying to figure out is whether or not-

Speaker speaker_1: Okay.

Speaker speaker_0: ... that payment that you're seeing coming out of your bank account is processing in our system, right?

Speaker speaker_1: Yeah.

Speaker speaker_0: Is this correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Yes, sir. So there's no need to reach out to the hospital. They wouldn't be able to assist you with this current issue. Our front office has to look into whether or not the payment that you're seeing that's coming out of your bank account is processing in our system or not. So as of right now, the current issue I can't help you with, your bank cannot help you with, or your hospital. The front office is the only one that has access to our system and to see whether or not a payment is processing. So the front office will need to look into it. Aside from that, I will advise them by you stating you saw a deduction already on last week's paycheck, which means that at some point, either today or tomorrow, we're going to receive once again another payment for this week's benefits. So those are things that they're outside of my hands, they're outside of your hands. We need to sit back and wait for the front office to call back after I submit your ticket-

Speaker speaker_1: Okay.

Speaker speaker_0: ... and then I'll be giving you a call.

Speaker speaker_1: Mm-hmm. All right. Because I see the money is in the process. Okay. All right, ma'am. I'm waiting your call.

Speaker speaker_0: Okay. So I'll be giving you a call either within 24 to 48 hours, but as soon as I hear back from them, I'll go ahead and give you a call and let you know, okay?

Speaker speaker_1: Okay. All right. Thank you. Bye-bye.

Speaker speaker_0: Of course. Do you have any other questions or concerns before I submit your ticket?

Speaker speaker_1: Only now. Thank you.

Speaker speaker_0: Of course, it was my pleasure. That's what we're here for. I look forward to giving you that call back. Have a great day.

Speaker speaker_1: Thank you. Bye-bye.