

Transcript: Franchesca

Baez-6718332244279296-6384514501132288

Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. Good afternoon. I'm looking to speak with Ms. Hawkins on behalf of Mega 4 Staffing. Speak. I'm returning a call in regards to a text message you sent us, ma'am. Um, our system send you a notice of a lapse in coverage and you were asking who it was for and what coverage? Yes. So it's in regards to the medical insurance you had with Mega 4 Staffing. Excuse me? Yes, ma'am. It's in regards to that medical preventative care plan, that insurance that you have with Mega 4 Staffing. Yes. They're advising you that they did not receive any payment for this week. That's what the text message is in regards to. It doesn't necessarily mean that you must pay it. It is completely up to you and optional, but the system was just notifying you. Okay. Yes, ma'am. Do you have any other questions in regards to the text or the benefits you're currently enrolled into? Um, I thought that got canceled when I was no longer with Mega 4. So the policy only cancels itself once there is five consecutive weeks of there being a deduction from a payment that Mega 4 Staffing is providing an employee. Okay. Per our system you've been active since June 3rd, um, and there hasn't been any lapse in coverage before this week. Okay. So actually that insurance ... Yes, ma'am. That plan is still active currently. Okay, um, uh, all right. Um, I'm trying to think of something. It's, and it's tipping my tongue but I just can't even know what I might say. Um, all right, when I think of the voice box I'll, I'll call you back. Of course. We'll be open 8:00 AM to 8:00 PM Monday through Friday Eastern time. 8:00 PM, AM to what? 8:00 AM to 8:00 PM. Oh, okay. Um, so would this send me a notice, I guess saying if I continue to, to, to have it? Yes, ma'am. So as long as there is a paycheck that's being provided by the staffing company to the member, we're still able to keep the policy active. Um, however, once there's four consecutive weeks of there being no payment taken from a paycheck by the fifth week, the system will cancel the policy itself. That's the reason why your policy has still been active. We haven't received a request for a cancellation. Oh, okay. So what do I have to do to, to tell you now cancellation or I'll have to call another number? If you would like me to process the cancellation, I'm able to do it right now if you want. Okay. Yes. All right. And then just for the purpose of the line being recorded, you said that you would like to cancel your current benefits with Mega 4 Staffing, correct? Correct. All right. I put in the request for their cancellation. It does take seven to 10 business days to process the cancellations. Um, so if you're still receiving paychecks from Mega 4 Staffing, there's a possibility you could see one or two more deductions, but there should not be three. Okay. Um, yeah. I, I haven't received nothing from them for, uh, a week, two weeks, yes, a week, two weeks now since I've been hired full-time at Care Path. I'm sorry? I said I haven't received anything from them, um, I haven't received a paycheck from them, uh, I think it was two weeks, maybe a week. But, um, I'm hired full-time at Care Path Recycle. Okay, so it could be that. More than likely the last paycheck that you were going to receive from them, um, if

you've already been gone for more than two weeks could have been the last deduction that we received last week. And from this week on, it could possibly be canceled in itself with a re- if there's not gonna be any more payments being sent. But I did put in the request, if you're not receiving any paychecks from Mega 4 Staffing specifically speaking, then there won't be no deductions because we don't have access to the paychecks in general. Mega 4 Staffing is the one that sends over the payments. So if they're no longer issuing a paycheck for you, there's not gonna be any more deductions. Okay. Okay. Yeah, 'cause like the 22nd of last month. Okay, on the 10th? Yes. All right, so then more than likely the system is just gonna continue the cancellation that we have already requested. And I also said there would not be anymore additional deduction if you're not receiving any more paychecks from Mega 4. Mm-hmm. All right. Anything else we can assist you with today? No, not off the top. All right. Thank you so much for taking my call. I hope you have a wonderful rest of your day. Thank you, and you as well. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes. Good afternoon. I'm looking to speak with Ms. Hawkins on behalf of Mega 4 Staffing.

Speaker speaker_0: Speak.

Speaker speaker_1: I'm returning a call in regards to a text message you sent us, ma'am. Um, our system send you a notice of a lapse in coverage and you were asking who it was for and what coverage?

Speaker speaker_0: Yes.

Speaker speaker_1: So it's in regards to the medical insurance you had with Mega 4 Staffing.

Speaker speaker_0: Excuse me?

Speaker speaker_1: Yes, ma'am. It's in regards to that medical preventative care plan, that insurance that you have with Mega 4 Staffing.

Speaker speaker_0: Yes.

Speaker speaker_1: They're advising you that they did not receive any payment for this week. That's what the text message is in regards to. It doesn't necessarily mean that you must pay it. It is completely up to you and optional, but the system was just notifying you.

Speaker speaker_0: Okay.

Speaker speaker_1: Yes, ma'am. Do you have any other questions in regards to the text or the benefits you're currently enrolled into?

Speaker speaker_0: Um, I thought that got canceled when I was no longer with Mega 4.

Speaker speaker_1: So the policy only cancels itself once there is five consecutive weeks of there being a deduction from a payment that Mega 4 Staffing is providing an employee.

Speaker speaker_0: Okay.

Speaker speaker_1: Per our system you've been active since June 3rd, um, and there hasn't been any lapse in coverage before this week.

Speaker speaker_0: Okay. So actually that insurance ...

Speaker speaker_1: Yes, ma'am. That plan is still active currently.

Speaker speaker_0: Okay, um, uh, all right. Um, I'm trying to think of something. It's, and it's tipping my tongue but I just can't even know what I might say. Um, all right, when I think of the voice box I'll, I'll call you back.

Speaker speaker_1: Of course. We'll be open 8:00 AM to 8:00 PM Monday through Friday Eastern time.

Speaker speaker_0: 8:00 PM, AM to what?

Speaker speaker_1: 8:00 AM to 8:00 PM.

Speaker speaker_0: Oh, okay. Um, so would this send me a notice, I guess saying if I continue to, to, to have it?

Speaker speaker_1: Yes, ma'am. So as long as there is a paycheck that's being provided by the staffing company to the member, we're still able to keep the policy active. Um, however, once there's four consecutive weeks of there being no payment taken from a paycheck by the fifth week, the system will cancel the policy itself. That's the reason why your policy has still been active. We haven't received a request for a cancellation.

Speaker speaker_0: Oh, okay. So what do I have to do to, to tell you now cancellation or I'll have to call another number?

Speaker speaker_1: If you would like me to process the cancellation, I'm able to do it right now if you want.

Speaker speaker_0: Okay. Yes.

Speaker speaker_1: All right. And then just for the purpose of the line being recorded, you said that you would like to cancel your current benefits with Mega 4 Staffing, correct?

Speaker speaker_0: Correct.

Speaker speaker_1: All right. I put in the request for their cancellation. It does take seven to 10 business days to process the cancellations. Um, so if you're still receiving paychecks from Mega 4 Staffing, there's a possibility you could see one or two more deductions, but there should not be three.

Speaker speaker_0: Okay. Um, yeah. I, I haven't received nothing from them for, uh, a week, two weeks, yes, a week, two weeks now since I've been hired full-time at Care Path.

Speaker speaker_1: I'm sorry?

Speaker speaker_0: I said I haven't received anything from them, um, I haven't received a paycheck from them, uh, I think it was two weeks, maybe a week. But, um, I'm hired full-time at Care Path Recycle.

Speaker speaker_1: Okay, so it could be that. More than likely the last paycheck that you were going to receive from them, um, if you've already been gone for more than two weeks could have been the last deduction that we received last week. And from this week on, it could possibly be canceled in itself with a re- if there's not gonna be any more payments being sent. But I did put in the request, if you're not receiving any paychecks from Mega 4 Staffing specifically speaking, then there won't be no deductions because we don't have access to the paychecks in general. Mega 4 Staffing is the one that sends over the payments. So if they're no longer issuing a paycheck for you, there's not gonna be any more deductions.

Speaker speaker_0: Okay. Okay. Yeah, 'cause like the 22nd of last month.

Speaker speaker_1: Okay, on the 10th?

Speaker speaker_0: Yes.

Speaker speaker_1: All right, so then more than likely the system is just gonna continue the cancellation that we have already requested. And I also said there would not be anymore additional deduction if you're not receiving any more paychecks from Mega 4.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: All right. Anything else we can assist you with today?

Speaker speaker_0: No, not off the top.

Speaker speaker_1: All right. Thank you so much for taking my call. I hope you have a wonderful rest of your day.

Speaker speaker_0: Thank you, and you as well.

Speaker speaker_1: Bye-bye.

Speaker speaker_0: Bye-bye.