Transcript: Justin Mills-5156680514322432-4975961628393472

Full Transcript

Thank you for calling Benefits and a Card. This is Justin, how can I help you today? Hey, Justin. It's Tracy at APL. How are you doing today? I'm doing well, and yourself? I'm doing fine, thank you. So I have a former insured on the line, a Miss Viola Woods. Last four of social was 2370. She had been with MAU. And she's calling to see if her policy was still active, which it is not, and she said that she thought it was supposed to be being taken out of her check. And also, there is an email address that's on file for her, but she says she doesn't have an email. Okay, um, so let's see here. To Viola Woods, you said? Mm-hmm. Viola Woods. Viola E. Woods. Okay, I have her pulled up here, but bear with me one second. I'm looking at something. Mm-hmm, and that's fine. Um, but again, if you send an email on file, she says... She doesn't have one or she does, she wouldn't know what it was. So I don't know what that email that we have, where it came from. Okay, um, yeah, you can go ahead and send her over. Okay, Justin. Well, thank you so much and it was nice speaking to you. I hope you have a good afternoon. You do the same, okay, Tracy? All right. Thank you, Justin. All right, bye-bye. Bye-bye. Hello, am I speaking with Viola Woods? Yes. Awesome. This is Justin from Benefits and a Card. Um, Tracy from APL informed me you had a few questions regarding your coverage. Is that correct? Yes. Yes, sir. Okay, um, for security purposes, will you, uh, verify your date of birth for me real quick? March the 27th, '47. Okay, um, how can I help you today, Miss Woods? I didn't know my policy was out. I thought y'all was taking the money out on my checking account. Okay, um, so I see what happened. Um, did you take a break with MAU by any chance? Yeah, uh, 90 day my job end, but I can come back though after 90 days. Okay, so I, I see what happened. Um, so you were on assignment and you had consistent deductions. However, since you stated you took a break from that assignment, after four weeks of non-payment, the information is enrolled in a COBRA coverage. Um, but since you are, uh, back working with them, I can go ahead and reinstate the same coverage you had before. There's just a pending enrollment process that goes along with that. Mm-hmm. Okay, um, so let me go ahead and reinstate that- Well, I hadn't thought about that. ... same coverage. Hmm? Mm-hmm. How much is- So we started at- ... coming out, every week or every month? Not in- For the deduction? Not in... I, I... Uh-huh? I stated the deductions are, uh, every week. That's weekly deductions. That's how much, $27 a, a week? Correct, $21.41. Mm-hmm. Uh, so if you are- I can get it back on while I'm drawing 100 and... Well, if you're not on assignment right now, I really can't reinstate the coverage. But once you do get back on assignment, if it's before the 18 months, um, before COBRA, um, we can reinstate the same coverage you had before. So, like I said, if you go back after those 90 days to that assignment, we can reinstate the coverage if you call us back. Oh, okay. Okay, um, but as of right now- Okay. ... since you're not on assignment, we really can't reinstate the coverage. Oh, okay. All right. Okay, then. Well, is there anything else I could assist you with today, Miss

Woods? No, I didn't know it hit cancel. Yes, ma'am. So after four consecutive weeks of non-payment, that, the information rolls over to COBRA coverage. Mm-hmm. Okay. Oh, okay then. Uh, okay. Well, is there anything else I could assist you with today? No, that's it. Awesome. Well, you have a wonderful day, okay? You too. Thank you, bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin, how can I help you today?

Speaker speaker_1: Hey, Justin. It's Tracy at APL. How are you doing today?

Speaker speaker_0: I'm doing well, and yourself?

Speaker speaker_1: I'm doing fine, thank you. So I have a former insured on the line, a Miss Viola Woods. Last four of social was 2370. She had been with MAU. And she's calling to see if her policy was still active, which it is not, and she said that she thought it was supposed to be being taken out of her check. And also, there is an email address that's on file for her, but she says she doesn't have an email.

Speaker speaker_0: Okay, um, so let's see here. To Viola Woods, you said?

Speaker speaker_1: Mm-hmm. Viola Woods. Viola E. Woods.

Speaker speaker_0: Okay, I have her pulled up here, but bear with me one second. I'm looking at something.

Speaker speaker_1: Mm-hmm, and that's fine. Um, but again, if you send an email on file, she says... She doesn't have one or she does, she wouldn't know what it was. So I don't know what that email that we have, where it came from.

Speaker speaker_0: Okay, um, yeah, you can go ahead and send her over.

Speaker speaker_1: Okay, Justin. Well, thank you so much and it was nice speaking to you. I hope you have a good afternoon.

Speaker speaker_0: You do the same, okay, Tracy?

Speaker speaker_1: All right. Thank you, Justin. All right, bye-bye.

Speaker speaker_0: Bye-bye. Hello, am I speaking with Viola Woods?

Speaker speaker_2: Yes.

Speaker speaker_0: Awesome. This is Justin from Benefits and a Card. Um, Tracy from APL informed me you had a few questions regarding your coverage. Is that correct?

Speaker speaker_2: Yes. Yes, sir.

Speaker speaker_0: Okay, um, for security purposes, will you, uh, verify your date of birth for me real quick?

Speaker speaker_2: March the 27th, '47.

Speaker speaker_0: Okay, um, how can I help you today, Miss Woods?

Speaker speaker_2: I didn't know my policy was out. I thought y'all was taking the money out on my checking account.

Speaker speaker_0: Okay, um, so I see what happened. Um, did you take a break with MAU by any chance?

Speaker speaker_2: Yeah, uh, 90 day my job end, but I can come back though after 90 days.

Speaker speaker_0: Okay, so I, I see what happened. Um, so you were on assignment and you had consistent deductions. However, since you stated you took a break from that assignment, after four weeks of non-payment, the information is enrolled in a COBRA coverage. Um, but since you are, uh, back working with them, I can go ahead and reinstate the same coverage you had before. There's just a pending enrollment process that goes along with that.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: Okay, um, so let me go ahead and reinstate that-

Speaker speaker_2: Well, I hadn't thought about that.

Speaker speaker_0: ... same coverage. Hmm?

Speaker speaker_2: Mm-hmm. How much is-

Speaker speaker_0: So we started at-

Speaker speaker_2: ... coming out, every week or every month? Not in-

Speaker speaker_0: For the deduction?

Speaker speaker_2: Not in... I, I... Uh-huh?

Speaker speaker_0: I stated the deductions are, uh, every week. That's weekly deductions.

Speaker speaker_2: That's how much, $27 a, a week?

Speaker speaker_0: Correct, $21.41.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: Uh, so if you are-

Speaker speaker_2: I can get it back on while I'm drawing 100 and...

Speaker speaker_0: Well, if you're not on assignment right now, I really can't reinstate the coverage. But once you do get back on assignment, if it's before the 18 months, um, before COBRA, um, we can reinstate the same coverage you had before. So, like I said, if you go back after those 90 days to that assignment, we can reinstate the coverage if you call us back.

Speaker speaker_2: Oh, okay.

Speaker speaker_0: Okay, um, but as of right now-

Speaker speaker_2: Okay.

Speaker speaker_0: ... since you're not on assignment, we really can't reinstate the coverage.

Speaker speaker_2: Oh, okay.

Speaker speaker_0: All right.

Speaker speaker_2: Okay, then.

Speaker speaker_0: Well, is there anything else I could assist you with today, Miss Woods?

Speaker speaker_2: No, I didn't know it hit cancel.

Speaker speaker_0: Yes, ma'am. So after four consecutive weeks of non-payment, that, the information rolls over to COBRA coverage.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: Okay.

Speaker speaker_2: Oh, okay then.

Speaker speaker_0: Uh, okay. Well, is there anything else I could assist you with today?

Speaker speaker_2: No, that's it.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_2: You too.

Speaker speaker_0: Thank you, bye-bye.

Speaker speaker_2: Bye-bye.