

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and Accords. This is Justin. How can I help you today? Um, this is Katrina Thomas. I was working through a temp agency until February 11th, and I had insurance through you guys. Mm-hmm. I wanted to know how long that insurance lasted. Okay. Um, what's that staffing agency you worked for? Time Staffing. Time Staffing. And the last four of your Social? 4508. And what was your first and last name? Katrina Thomas. Katrina Thomas, okay. And for security purposes, could you verify your home address, including city, state and zip code, Katrina? 3580 Rode, uh, Rode R Pandora, Ohio 45877. And confirm your date of birth. 11/12/75. And a good telephone number have us 419-957-7462. Yes, sir. And the email I have is casey42400 at Gmail. Yes, sir. Okay, so let's see here. Um, so looking at the calendar, it looks like you're still currently active in the coverage for this week. Um, you stated you stopped working with them as of February 11th? February... Yes. I got hired in, um- Okay. ... to the agency that I was working with. Okay. Um, now I do know if you wanted to maintain the insurance, um, you could make up to four weeks of direct payments, um, and so that's rolled over to COBRA coverage, um, but that's totally up to you. Um, when did you receive your last paycheck through them, if you don't mind me asking? Um, let me double check that to be sure. I know it was only for one day. Okay. Um, give me one second. February 19th for one day. Okay, so that was the last paycheck? Yes. Okay. Um, so since that was the last paycheck, you have had deductions come out that paycheck for active coverage this week. Um, so if you wanted to start direct payments, you would have to call in on Monday the 3rd, uh, make a direct payment for that week if you wanted to maintain the coverage. Well, the problem is I fell on February 13th and hit my head really, really hard, and I was in the hospital until that Saturday, so that's 15th. Mm-hmm. And I have to figure out who I have to send this to, because, um, I got a letter in the mail that said that one of my insurance companies... Because I also have Medicaid or Medicare, and one of 'em... Somebody denied my coverage. So I have to figure out what I need to get submitted to where, and... It, it's a whole big mess right now. I'm still off of work until I go back to see the doctor to see if I can go back to work. I totally understand. They have an office of the 16th, so. Okay. Um- Um, so that's more of a insurance carrier thing. I can either transfer you over to American Public Life or provide you with their telephone number, whatever would be easier. Uh, let me write this down. American Public- Public Life. Public Live? Uh, Life. L-I-F-E. Okay. Okay. And what's the number for this? Um, so their telephone number is 800-256- Okay. 256. ... 8606. 8606. Okay. Um, yeah, if you could transfer me over, I would appreciate that. Okay. Well, bear with me one second, okay? Thank you so much. You're welcome.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Accords. This is Justin. How can I help you today?

Speaker speaker_1: Um, this is Katrina Thomas. I was working through a temp agency until February 11th, and I had insurance through you guys.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I wanted to know how long that insurance lasted.

Speaker speaker_0: Okay. Um, what's that staffing agency you worked for?

Speaker speaker_1: Time Staffing.

Speaker speaker_0: Time Staffing. And the last four of your Social?

Speaker speaker_1: 4508.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Katrina Thomas.

Speaker speaker_0: Katrina Thomas, okay. And for security purposes, could you verify your home address, including city, state and zip code, Katrina?

Speaker speaker_1: 3580 Rode, uh, Rode R Pandora, Ohio 45877.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 11/12/75.

Speaker speaker_0: And a good telephone number have us 419-957-7462.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is casey42400 at Gmail.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay, so let's see here. Um, so looking at the calendar, it looks like you're still currently active in the coverage for this week. Um, you stated you stopped working with them as of February 11th?

Speaker speaker_1: February... Yes. I got hired in, um-

Speaker speaker_0: Okay.

Speaker speaker_1: ... to the agency that I was working with.

Speaker speaker_0: Okay. Um, now I do know if you wanted to maintain the insurance, um, you could make up to four weeks of direct payments, um, and so that's rolled over to COBRA coverage, um, but that's totally up to you. Um, when did you receive your last paycheck through them, if you don't mind me asking?

Speaker speaker_1: Um, let me double check that to be sure. I know it was only for one day.

Speaker speaker_0: Okay.

Speaker speaker_1: Um, give me one second. February 19th for one day.

Speaker speaker_0: Okay, so that was the last paycheck?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so since that was the last paycheck, you have had deductions come out that paycheck for active coverage this week. Um, so if you wanted to start direct payments, you would have to call in on Monday the 3rd, uh, make a direct payment for that week if you wanted to maintain the coverage.

Speaker speaker_1: Well, the problem is I fell on February 13th and hit my head really, really hard, and I was in the hospital until that Saturday, so that's 15th.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And I have to figure out who I have to send this to, because, um, I got a letter in the mail that said that one of my insurance companies... Because I also have Medicaid or Medicare, and one of 'em... Somebody denied my coverage. So I have to figure out what I need to get submitted to where, and... It, it's a whole big mess right now. I'm still off of work until I go back to see the doctor to see if I can go back to work.

Speaker speaker_0: I totally understand.

Speaker speaker_1: They have an office of the 16th, so.

Speaker speaker_0: Okay.

Speaker speaker_1: Um-

Speaker speaker_0: Um, so that's more of a insurance carrier thing. I can either transfer you over to American Public Life or provide you with their telephone number, whatever would be easier.

Speaker speaker_1: Uh, let me write this down. American Public-

Speaker speaker_0: Public Life.

Speaker speaker_1: Public Live?

Speaker speaker_0: Uh, Life. L-I-F-E.

Speaker speaker_1: Okay. Okay. And what's the number for this?

Speaker speaker_0: Um, so their telephone number is 800-256-

Speaker speaker_1: Okay. 256.

Speaker speaker_0: ... 8606.

Speaker speaker_1: 8606. Okay. Um, yeah, if you could transfer me over, I would appreciate that.

Speaker speaker_0: Okay. Well, bear with me one second, okay?

Speaker speaker_1: Thank you so much.

Speaker speaker_0: You're welcome.