

Transcript: Pamela

Blanc-4514739516653568-6041644145360896

Full Transcript

Thank you for calling Benefits and Accommodations. This is Pamela speaking. How may I help you? Hello, ma'am. How are you doing? My mother working in, uh, in, in TRC. She was employed by TRC, and she is now in, uh, Sodexh Factory. And she is, uh, wondering if she can get access to a Medicaid card in order to go to doctor. She wants to still go to doctor very bad, and she's depending her- Did you say your wife? Huh? You say your wife? No, no, my mother. Mm-hmm. My mother. Okay. She's here with you. You want to talk to her? Uh, yes. I need the last four digits of her Social. Uh, yes, ma'am. Last... uh, how are you? Good. You- You, you do you need my health- Last social security, the last four digits. Ah, okay. Okay, uh, 7206. The first and last name? Her first name, Azza, A-z-z-a. Last name, Mekawy, M-e-k-a-w-y. Can you have M- Mekawy, uh, on the phone and have her verify her billing address and date of birth? Uh, the billing address, uh, 1308 House, H-o-u-s-e, Street, St., zip code 29204. And what was the date of birth? Date of birth, uh, s- is, uh, 3 of, uh, September 1977. We have a phone number of 598-0925-0325. Yeah, that's her phone number, 598-0925-0325. That's her phone number. Okay, so she's not enrolled in the benefit. She is not enrolled in the benefit? How she get enrolled in the benefit?..... She has to wait for company open enrollment. She was able to do it back when she got hired. At this time, she's not able to enroll. She is hired already at, at Sodexh by TRC. TRC? Yeah. She was in- Yeah, she was introduced by TRC. I understand, but she has 30 days when she first got the job to enroll in the benefits. Now, she's not eligible. Oh. That's right. She has to wait for company open enrollment. So, when, when they allow her to enroll in the benefit again? Let me check when they do the, um, open enrollment. Bear with me. . They said it's negative, uh... So, she will, she will, she will soon get enrolled by the benefit? Like, soon she will get access to that? Well... Huh? She gonna have to wait for company open enrollment. She can't enroll now. The company, which is TRC or what company? Uh, doesn't she, she works for TRC. Right, she was... She's, uh, she's still working for TRC. And so, she has to wait for when, um, TRC do open enrollment. Open enrolling. When TRC open enrolling, she will, uh- So, they did it- ... try to enroll? Yes. So, they did it back in September last year. Most likely, they're gonna try again. They did it about September last year? Okay. . And most likely will be around the same time this year. . Oh, so we can't do anything now for getting access to Medicaid card or anything to go to a doctor? Not for, uh... Um, did she have insurance, uh, in the last 30 days? The last 30 days insurance, uh, for the doctor from, from TRC? No, sir. Uh, was she enrolled with another company for health insurance? Uh, yes, for HealthiConnections. And how long did she hold? Healthicon- HealthiConnection, but, but it's only for emergency, for Medicaid. Medicaid- When? ... for only going hospital. Sir, listen to what I'm saying. Can you listen to what I'm saying? When did she lose the benefit? She didn't lose the benefit. She didn't lose it. She, she just, uh, they gave her a benefit, but the benefits

were for not, uh, going to a diagnostic doctor. She just going to the hospital in emergency cases or conditions. Okay, but then- She can't go to doctor and give her a diagnosis. ... she has to wait, she has to wait for company open enrollment. So, she has to wait un- uh, till the next September, the upcoming September? Yes, sir. . Okay, ma'am. Okay. All right.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Accommodations. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hello, ma'am. How are you doing? My mother working in, uh, in, in TRC. She was employed by TRC, and she is now in, uh, Sodexh Factory. And she is, uh, wondering if she can get access to a Medicaid card in order to go to doctor. She wants to still go to doctor very bad, and she's depending her-

Speaker speaker_0: Did you say your wife?

Speaker speaker_1: Huh?

Speaker speaker_0: You say your wife?

Speaker speaker_1: No, no, my mother.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: My mother.

Speaker speaker_0: Okay.

Speaker speaker_1: She's here with you. You want to talk to her?

Speaker speaker_0: Uh, yes. I need the last four digits of her Social. Uh, yes, ma'am. Last... uh, how are you? Good. You-

Speaker speaker_2: You, you do you need my health-

Speaker speaker_0: Last social security, the last four digits.

Speaker speaker_1: Ah, okay.

Speaker speaker_3: Okay, uh, 7206.

Speaker speaker_0: The first and last name?

Speaker speaker_1: Her first name, Azza, A-z-z-a. Last name, Mekawy, M-e-k-a-w-y.

Speaker speaker_0: Can you have M- Mekawy, uh, on the phone and have her verify her billing address and date of birth?

Speaker speaker_1: Uh, the billing address, uh, 1308 House, H-o-u-s-e, Street, St., zip code 29204.

Speaker speaker_0: And what was the date of birth?

Speaker speaker_1: Date of birth, uh, s- is, uh, 3 of, uh, September 1977.

Speaker speaker_0: We have a phone number of 598-0925-0325.

Speaker speaker_1: Yeah, that's her phone number, 598-0925-0325. That's her phone number.

Speaker speaker_0: Okay, so she's not enrolled in the benefit.

Speaker speaker_1: She is not enrolled in the benefit? How she get enrolled in the benefit?.....

Speaker speaker_0: She has to wait for company open enrollment. She was able to do it back when she got hired. At this time, she's not able to enroll.

Speaker speaker_1: She is hired already at, at Sodexh by TRC.

Speaker speaker_2: TRC?

Speaker speaker_3: Yeah.

Speaker speaker_1: She was in- Yeah, she was introduced by TRC.

Speaker speaker_0: I understand, but she has 30 days when she first got the job to enroll in the benefits. Now, she's not eligible.

Speaker speaker_2: Oh.

Speaker speaker_3: That's right.

Speaker speaker_0: She has to wait for company open enrollment.

Speaker speaker_1: So, when, when they allow her to enroll in the benefit again?

Speaker speaker_0: Let me check when they do the, um, open enrollment. Bear with me.

Speaker speaker_4: .

Speaker speaker_1: They said it's negative, uh... So, she will, she will, she will soon get enrolled by the benefit? Like, soon she will get access to that?

Speaker speaker_0: Well...

Speaker speaker_1: Huh?

Speaker speaker_0: She gonna have to wait for company open enrollment. She can't enroll now.

Speaker speaker_1: The company, which is TRC or what company?

Speaker speaker_0: Uh, doesn't she, she works for TRC.

Speaker speaker_1: Right, she was... She's, uh, she's still working for TRC.

Speaker speaker_0: And so, she has to wait for when, um, TRC do open enrollment.

Speaker speaker_1: Open enrolling. When TRC open enrolling, she will, uh-

Speaker speaker_0: So, they did it-

Speaker speaker_1: ... try to enroll?

Speaker speaker_0: Yes. So, they did it back in September last year. Most likely, they're gonna try again.

Speaker speaker_1: They did it about September last year? Okay.

Speaker speaker_2: .

Speaker speaker_0: And most likely will be around the same time this year.

Speaker speaker_2: .

Speaker speaker_1: Oh, so we can't do anything now for getting access to Medicaid card or anything to go to a doctor?

Speaker speaker_0: Not for, uh... Um, did she have insurance, uh, in the last 30 days?

Speaker speaker_1: The last 30 days insurance, uh, for the doctor from, from TRC?

Speaker speaker_0: No, sir. Uh, was she enrolled with another company for health insurance?

Speaker speaker_1: Uh, yes, for HealthiConnections.

Speaker speaker_0: And how long did she hold?

Speaker speaker_1: Healthicon- HealthiConnection, but, but it's only for emergency, for Medicaid. Medicaid-

Speaker speaker_0: When?

Speaker speaker_1: ... for only going hospital.

Speaker speaker_0: Sir, listen to what I'm saying. Can you listen to what I'm saying? When did she lose the benefit?

Speaker speaker_1: She didn't lose the benefit. She didn't lose it. She, she just, uh, they gave her a benefit, but the benefits were for not, uh, going to a diagnostic doctor. She just going to the hospital in emergency cases or conditions.

Speaker speaker_0: Okay, but then-

Speaker speaker_1: She can't go to doctor and give her a diagnosis.

Speaker speaker_0: ... she has to wait, she has to wait for company open enrollment.

Speaker speaker_1: So, she has to wait un- uh, till the next September, the upcoming September?

Speaker speaker_0: Yes, sir.

Speaker speaker_2: .

Speaker speaker_1: Okay, ma'am. Okay.

Speaker speaker_0: All right.