

Transcript: Pamela

Blanc-5078366883069952-5111350487072768

Full Transcript

Thank you for calling Medical Center 400. This is Pamela speaking, how may I help you? Hi, Pamela. I'm trying to find, I received a text message about a lapse in coverage but I'm trying to find out what company this is. We are the administrator for health insurance for Staffing Agency. For a staffing agency for temp- Yes, ma'am. ... temp staff agency? Oh, okay. Mm-hmm. So it's saying... Okay, can you... What is that information where I need to give you so I can pull up my account and explain what's going on? So we, um, represent them with the health insurance. Uh-huh. I'll need the last four digits of your Social. 1359. And your first and last name? Brigetta Sims. Miss Sims? Yes, ma'am, wh- For security reasons and just to make sure we are in the correct file- Well, so what may I- ... can you please... My phone is going out, I'm sorry, I apologize, I didn't hear you. No problem, can you please verify your complete address and date of birth for security reasons? Okay. 2277 Timber Cove, Greenville, Mississippi 38701. December 28th, 1968. Thank you for the information. And so we have a phone number of 566-2347-7389. Yes, ma'am. And your email is charleswbell2@gmail.com. Is who? What's... Repeat the email. Charles- Repeat, so it's Charles- W, Bell, B-e-l-l, number two, @gmail. That's not me, ma'am. Is it Charles, C-h-a-r-l-e-s? Yes. That's a different, uh... That's a different employee. That's a coworker. That's his email but my phone number. But we got your name on it, on that file. Oh, okay, okay, that's fine. Don't... Just tell me that's not my email, ma'am. Oh, no, no, no. That's, I just wanna make sure we got, like, all your information correct. Yeah. We could go ahead and, and get a new email if you would like to. Like if you, if you have another email. Yes, ma'am, but that's just, that's just another man so I have... And, and have my correspondence been sent to that email? Um, I don't think we have sent anything to that email. I don't... The, um, ID card will go to the address we have on file which is at Timber Cove. Okay. Um- Right. But I don't see the text saying that, uh, there was a lapse in coverage because of payroll deduction. Mm-hmm. So how was it I missed payroll deduction? Okay, so you are enrolled in the Stay Healthy Plan. Um, you pay through your payroll and we did not- Huh? ... receive the payment. Um, so that's why you- Okay, so I'll reach out... Okay, I'll reach out to the company to find out. Perfect. Because if it's payroll deduction, I mean, it wouldn't come to me. Exactly. Okay, I'll call them and let them aware of this error in my email as well. Okay, um, I could go ahead and change the email if you would like to. No, I'm gonna let them know so they can change it, they're the ones that entered the information. No problem. Anything else I could do for you, ma'am? No, ma'am. Thank you. All right, thank you for giving us a call. Bye-bye. Have a great rest of the day. Sure.

Conversation Format

Speaker speaker_0: Thank you for calling Medical Center 400. This is Pamela speaking, how may I help you?

Speaker speaker_1: Hi, Pamela. I'm trying to find, I received a text message about a lapse in coverage but I'm trying to find out what company this is.

Speaker speaker_0: We are the administrator for health insurance for Staffing Agency.

Speaker speaker_1: For a staffing agency for temp-

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: ... temp staff agency? Oh, okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So it's saying... Okay, can you... What is that information where I need to give you so I can pull up my account and explain what's going on?

Speaker speaker_0: So we, um, represent them with the health insurance.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: I'll need the last four digits of your Social.

Speaker speaker_1: 1359.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Brigetta Sims.

Speaker speaker_0: Miss Sims?

Speaker speaker_1: Yes, ma'am, wh-

Speaker speaker_0: For security reasons and just to make sure we are in the correct file-

Speaker speaker_1: Well, so what may I-

Speaker speaker_0: ... can you please...

Speaker speaker_1: My phone is going out, I'm sorry, I apologize, I didn't hear you.

Speaker speaker_0: No problem, can you please verify your complete address and date of birth for security reasons?

Speaker speaker_1: Okay. 2277 Timber Cove, Greenville, Mississippi 38701. December 28th, 1968.

Speaker speaker_0: Thank you for the information. And so we have a phone number of 566-2347-7389.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And your email is charleswbell2@gmail.com.

Speaker speaker_1: Is who? What's... Repeat the email.

Speaker speaker_0: Charles-

Speaker speaker_1: Repeat, so it's Charles-

Speaker speaker_0: W, Bell, B-e-l-l, number two, @gmail.

Speaker speaker_1: That's not me, ma'am. Is it Charles, C-h-a-r-l-e-s?

Speaker speaker_0: Yes.

Speaker speaker_1: That's a different, uh... That's a different employee. That's a coworker. That's his email but my phone number.

Speaker speaker_0: But we got your name on it, on that file.

Speaker speaker_1: Oh, okay, okay, that's fine. Don't... Just tell me that's not my email, ma'am.

Speaker speaker_0: Oh, no, no, no. That's, I just wanna make sure we got, like, all your information correct.

Speaker speaker_1: Yeah.

Speaker speaker_0: We could go ahead and, and get a new email if you would like to. Like if you, if you have another email.

Speaker speaker_1: Yes, ma'am, but that's just, that's just another man so I have... And, and have my correspondence been sent to that email?

Speaker speaker_0: Um, I don't think we have sent anything to that email. I don't... The, um, ID card will go to the address we have on file which is at Timber Cove.

Speaker speaker_1: Okay. Um-

Speaker speaker_0: Right.

Speaker speaker_1: But I don't see the text saying that, uh, there was a lapse in coverage because of payroll deduction.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So how was it I missed payroll deduction?

Speaker speaker_0: Okay, so you are enrolled in the Stay Healthy Plan. Um, you pay through your payroll and we did not-

Speaker speaker_1: Huh?

Speaker speaker_0: ... receive the payment. Um, so that's why you-

Speaker speaker_1: Okay, so I'll reach out... Okay, I'll reach out to the company to find out.

Speaker speaker_0: Perfect.

Speaker speaker_1: Because if it's payroll deduction, I mean, it wouldn't come to me.

Speaker speaker_0: Exactly.

Speaker speaker_1: Okay, I'll call them and let them aware of this error in my email as well.

Speaker speaker_0: Okay, um, I could go ahead and change the email if you would like to.

Speaker speaker_1: No, I'm gonna let them know so they can change it, they're the ones that entered the information.

Speaker speaker_0: No problem. Anything else I could do for you, ma'am?

Speaker speaker_1: No, ma'am. Thank you.

Speaker speaker_0: All right, thank you for giving us a call.

Speaker speaker_1: Bye-bye.

Speaker speaker_0: Have a great rest of the day.

Speaker speaker_1: Sure.