

## **Transcript: Pamela**

**Blanc-5125395222151168-5911302095290368**

### **Full Transcript**

... suppose- I do have a question for Benefit Center. This is Pamela speaking. How may I help you? Hi. Um, I am calling on behalf of, um, my company. I'm the plan administrator. I want to see if, uh, one of our employees is en- is enrolled. Um, they receive deductions and they should have been enrolled, but when they called in to get their plan materials, they- they were told they weren't. Okay. Let me pull up their information. May I have the phone, uh, the last four digits of their social? Yes, one second. That's 7160. 7160. The first and last name? Miriam Drillman. Okay. I just spoke to her. Okay. What I explained to her, it's not that she's not enrolled. Um, she- um, she is enrolled. We have not received the premium. I will let you know. Let's see. Then the week for the 17, that's what I explained to her, that she is enrolled, but her- her benefits are not active at this time. She said that she is experiencing the deduction. So I emailed her a document request so she could send us, um, let's say screenshot or- or the copy of the pay stub so we could see the deductions there, and I told her that- that information will go through the- the back office. They will find out the reason why we're not receiving it and they will contact you guys, um, but it does take around 24 to 74 hours after we receive the information she's going to send us. But I did not tell her that she's not enrolled. She said her benefits are not active. Okay. Uh, because we- she definitely did receive her- um, she definitely did receive the deduction, um, on the paycheck that was processed on Friday. So typically if it's processed on Friday, then Monday is the effective date. Um- It should be active the next Monday, but unless, um, the file has been returned from you guys and that's the reason why does show inactive, um, but on our end- Okay, let me check on the file. ... I've had these- Mm-hmm. Let me just double check that she is in that file. One second. Okay, data, okay. Drillman. Yeah, I see her listed in this- this file that was uploaded, so... Okay. What I suggest, maybe there's some type of delay, might show active tomorrow, but there's nothing like on my end that I could do because we- like I explained to her, I don't have no access to the payroll or anything regarding to activate her benefits if the premium is not showing. So she could call us tomorrow and see if it's already in the system. And they will- So is there- is there anything that we can do, um, you know, ba- basically, uh, because we as a company pay the invoices. Mm-hmm. So- So can we- can we just activate her coverage and be invoiced for it? Because I know that the deduction went through. Okay. So- It's just that this person is getting very agitated and so I'm trying to- I- ... calm her down. I know. I know. She- she was agitated when I was trying to explain to her. Mm-hmm. So unfortunately, I can't do that unless she does a direct payment, but which is not worth it because you already got the deductions from her and it's probably gonna show up tomorrow. It might have a delay. There's some companies that, um, we haven't received their file yet and tomorrow they're probably going to be active. But if she needs it and she does have an emergency and she needs to use the benefits, she could go ahead and make the direct payment and then she will have to arrange

with you guys for any refund. But on my- my end right now, it's nothing like I could do for her because that- that's- that- it's a different department that handles the- all that paperwork. So I should call, um- so I should call, I guess, tomorrow? Yes. And most likely it might be active. And I explained to her, if it's showing in- in your pay stub, I will- um, that will go to our back office that they will straighten it out with you guys because it might be a delay on receiving the- um, the file, but- Mm-hmm. ... like yeah, it was very upset. So, um- Okay. All right. Well- But most likely it's going to be active tomorrow. And if she does have an emergency, um, if we get- if she needs to use the benefit, as long as she- uh, it does- it show paid for this week, she will be covered. Okay. Got it. You know, because she didn't mention anything about needing- going to the doctor right away, because I would explain that to her. I would let her know, you know, you could make the direct payment and then you could figure out with the, you know, winner, but... Okay, got it. Well- When I give us a call, go ahead and I believe it should be active tomorrow if we- if the file that's already been sent to us. Okay, I will. Thank you very much. Yeah. I appreciate it. May I please have my notes? I'm sorry? Ma- may I have your name for my notes? Maria. Maria? Thank you, Maria. Sorry for the inconvenience. Oh, n- no worries. You have a good night. Bye. You too. Bye-bye.

## Conversation Format

Speaker speaker\_0: ... suppose-

Speaker speaker\_1: I do have a question for Benefit Center. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Hi. Um, I am calling on behalf of, um, my company. I'm the plan administrator. I want to see if, uh, one of our employees is en- is enrolled. Um, they receive deductions and they should have been enrolled, but when they called in to get their plan materials, they- they were told they weren't.

Speaker speaker\_1: Okay. Let me pull up their information. May I have the phone, uh, the last four digits of their social?

Speaker speaker\_2: Yes, one second. That's 7160.

Speaker speaker\_1: 7160. The first and last name?

Speaker speaker\_2: Miriam Drillman.

Speaker speaker\_1: Okay. I just spoke to her.

Speaker speaker\_2: Okay.

Speaker speaker\_1: What I explained to her, it's not that she's not enrolled. Um, she- um, she is enrolled. We have not received the premium. I will let you know. Let's see. Then the week for the 17, that's what I explained to her, that she is enrolled, but her- her benefits are not active at this time. She said that she is experiencing the deduction. So I emailed her a document request so she could send us, um, let's say screenshot or- or the copy of the pay stub so we could see the deductions there, and I told her that- that information will go through

the- the back office. They will find out the reason why we're not receiving it and they will contact you guys, um, but it does take around 24 to 74 hours after we receive the information she's going to send us. But I did not tell her that she's not enrolled. She said her benefits are not active.

Speaker speaker\_2: Okay. Uh, because we- she definitely did receive her- um, she definitely did receive the deduction, um, on the paycheck that was processed on Friday. So typically if it's processed on Friday, then Monday is the effective date. Um-

Speaker speaker\_1: It should be active the next Monday, but unless, um, the file has been returned from you guys and that's the reason why does show inactive, um, but on our end-

Speaker speaker\_2: Okay, let me check on the file.

Speaker speaker\_1: ... I've had these-

Speaker speaker\_2: Mm-hmm. Let me just double check that she is in that file. One second. Okay, data, okay. Drillman. Yeah, I see her listed in this- this file that was uploaded, so...

Speaker speaker\_1: Okay. What I suggest, maybe there's some type of delay, might show active tomorrow, but there's nothing like on my end that I could do because we- like I explained to her, I don't have no access to the payroll or anything regarding to activate her benefits if the premium is not showing. So she could call us tomorrow and see if it's already in the system. And they will-

Speaker speaker\_2: So is there- is there anything that we can do, um, you know, basically, uh, because we as a company pay the invoices.

Speaker speaker\_1: Mm-hmm. So-

Speaker speaker\_2: So can we- can we just activate her coverage and be invoiced for it? Because I know that the deduction went through.

Speaker speaker\_1: Okay. So-

Speaker speaker\_2: It's just that this person is getting very agitated and so I'm trying to-

Speaker speaker\_1: I-

Speaker speaker\_2: ... calm her down.

Speaker speaker\_1: I know. I know. She- she was agitated when I was trying to explain to her.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: So unfortunately, I can't do that unless she does a direct payment, but which is not worth it because you already got the deductions from her and it's probably gonna show up tomorrow. It might have a delay. There's some companies that, um, we haven't received their file yet and tomorrow they're probably going to be active. But if she needs it and she does have an emergency and she needs to use the benefits, she could go ahead and make the direct payment and then she will have to arrange with you guys for any refund. But on my- my end right now, it's nothing like I could do for her because that- that's- that- it's a

different department that handles the- all that paperwork.

Speaker speaker\_2: So I should call, um- so I should call, I guess, tomorrow?

Speaker speaker\_1: Yes. And most likely it might be active. And I explained to her, if it's showing in- in your pay stub, I will- um, that will go to our back office that they will straighten it out with you guys because it might be a delay on receiving the- um, the file, but-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... like yeah, it was very upset. So, um-

Speaker speaker\_2: Okay. All right. Well-

Speaker speaker\_1: But most likely it's going to be active tomorrow. And if she does have an emergency, um, if we get- if she needs to use the benefit, as long as she- uh, it does- it show paid for this week, she will be covered.

Speaker speaker\_2: Okay. Got it.

Speaker speaker\_1: You know, because she didn't mention anything about needing- going to the doctor right away, because I would explain that to her. I would let her know, you know, you could make the direct payment and then you could figure out with the, you know, winner, but...

Speaker speaker\_2: Okay, got it. Well-

Speaker speaker\_1: When I give us a call, go ahead and I believe it should be active tomorrow if we- if the file that's already been sent to us.

Speaker speaker\_2: Okay, I will. Thank you very much.

Speaker speaker\_1: Yeah.

Speaker speaker\_2: I appreciate it.

Speaker speaker\_1: May I please have my notes?

Speaker speaker\_2: I'm sorry?

Speaker speaker\_1: Ma- may I have your name for my notes?

Speaker speaker\_2: Maria.

Speaker speaker\_1: Maria? Thank you, Maria. Sorry for the inconvenience.

Speaker speaker\_2: Oh, n- no worries. You have a good night. Bye.

Speaker speaker\_1: You too. Bye-bye.