

Transcript: Pamela

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Full Transcript

Hello, Melissa. This is Vanessa West. This is Pamela speaking. How may I help you? Hi, yes, this is Vanessa West. I'm calling, um, because, um, apparently there's some confusion between my job and, um, I guess, who's supposed to be paying for my, um, benefits. So they said that the, the payment is not coming out because they don't show that I have benefits. But the payment should be coming out of, out of z- you know, my paycheck from them. But anyway, I just wanted to know what you show on file and how do I get this back on track? Well, I know it's not really with you. You guys, you know, wait to see the payment. But do you guys at least show that I am able to still get coverage? 'Cause I've worked but there's been no payments that came out of my check. I don't know. Okay. So let's, um, find your account and then we will take it from there. What's the name of the staffing agency you work for? ATC Healthcare, that's it. Let me see. Your first and last name? Vanessa West. Miss West, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? Yes. 43 Main and Gay Street, Apartment 2, Pittsburgh, PA 15205. And my date of birth is June 10th of '94. Thank you for the inform- information. We have a telephone file 412-759-4429. Yes, ma'am. Okay. So on March, you did two direct payments. And then after that, we didn't receive any payment. So the enrollment will cancel on its own after four weeks and it goes to COBRA. Um- So does it go to COBRA or it gets canceled or what? Exactly. Okay, so it'll go to COBRA but if... Will be up to you if you want to continue the service with them. Do you receive anything- Is it at COBRA now or will go there? 'Cause I believe the payments are due on Mondays or Fridays. Okay, so, um, when we received the last statement here, uh, let's say on April, it was the last week and then it roll over to COBRA. Did you ever receive any information from them when you enrolled through them? No. So I am enrolled in COBRA? No, ma'am. You have to do it yourself in order to be enrolled with them. That's why I'm asking. No, so I don't have service from you guys- Any information from them to get- I'm sorry, what was the last day of the payment, or that you have on file? Back in March on the 17th. Was that from me or from my checking, or from my job? From you. Yeah, so there hasn't been no payments from my job? That's what I'm asking. No, ma'am. Okay, so give me one second. I don't understand. And it's been... Have you... Are you paying it already? It's been March. I'm sorry, what was the last payment? The last one payment that we received that you make, it was on the 17th of March. Okay. And give me one moment. I'm sorry. It was on the 21st. Let's see. Let me see something. Your payment week. No. Association card. Okay, yeah. So you pay for, um, the week. Sorry, this is getting slow. The week of the 10 and the 17, you pay for it on the 21st. After that, we have not received any payments. Um, my question- And the last payment was on the 21st? The day you make the payment, ma'am. Was that the 21st you're saying? So what was the 17th? Yes, ma'am. The 21st. Okay. Okay, so- And- ... are you experiencing... Go ahead. Um, I'm just trying... I'm

sorry. I'm just trying to get a understanding on w- why they haven't been taking the payment out. Okay, so the last payment from me was on the 21st and then there was no payment from my job and then... So right now, do I have to sign up for COBRA and I don't have benefits with you guys no more? Is that what you're saying? Yes. Pretty much. But are you currently working for, um, for ATC? Yes, I've been working for them back the whole month of April. Well, we could... Okay. So what I could do is to reinstate the benefits. Okay. And, and it takes about one to two weeks for all the process to go through. And then they should start doing the deductions again. Okay. That works? That'll be perfect. Thank you so much. So let me... Give me one second. So she got dental vision and to stay healthy. All right. So like I said, I went ahead and reinstated the benefits. Um, they usually take one to two weeks for them to start, um, the process and start getting, um, the deductions. When you see on your payroll the first deductions, you could give us a call on the following Monday just to make sure we receive it and that the benefits are active. Thank you so much. Okay. Anything else I could do for you? No, ma'am. That'll be all. All right. Thank you for giving us a call. Have a great rest of the day. You too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Hello, Melissa. This is Vanessa West. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi, yes, this is Vanessa West. I'm calling, um, because, um, apparently there's some confusion between my job and, um, I guess, who's supposed to be paying for my, um, benefits. So they said that the, the payment is not coming out because they don't show that I have benefits. But the payment should be coming out of, out of z- you know, my paycheck from them. But anyway, I just wanted to know what you show on file and how do I get this back on track? Well, I know it's not really with you. You guys, you know, wait to see the payment. But do you guys at least show that I am able to still get coverage? 'Cause I've worked but there's been no payments that came out of my check. I don't know.

Speaker speaker_0: Okay. So let's, um, find your account and then we will take it from there. What's the name of the staffing agency you work for?

Speaker speaker_1: ATC Healthcare, that's it.

Speaker speaker_0: Let me see. Your first and last name?

Speaker speaker_1: Vanessa West.

Speaker speaker_0: Miss West, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: Yes. 43 Main and Gay Street, Apartment 2, Pittsburgh, PA 15205. And my date of birth is June 10th of '94.

Speaker speaker_0: Thank you for the inform- information. We have a telephone file 412-759-4429.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So on March, you did two direct payments. And then after that, we didn't receive any payment. So the enrollment will cancel on its own after four weeks and it goes to COBRA. Um-

Speaker speaker_1: So does it go to COBRA or it gets canceled or what?

Speaker speaker_0: Exactly. Okay, so it'll go to COBRA but if... Will be up to you if you want to continue the service with them. Do you receive anything-

Speaker speaker_1: Is it at COBRA now or will go there? 'Cause I believe the payments are due on Mondays or Fridays.

Speaker speaker_0: Okay, so, um, when we received the last statement here, uh, let's say on April, it was the last week and then it roll over to COBRA. Did you ever receive any information from them when you enrolled through them?

Speaker speaker_1: No. So I am enrolled in COBRA?

Speaker speaker_0: No, ma'am. You have to do it yourself in order to be enrolled with them. That's why I'm asking.

Speaker speaker_1: No, so I don't have service from you guys-

Speaker speaker_0: Any information from them to get-

Speaker speaker_1: I'm sorry, what was the last day of the payment, or that you have on file?

Speaker speaker_0: Back in March on the 17th.

Speaker speaker_1: Was that from me or from my checking, or from my job?

Speaker speaker_0: From you.

Speaker speaker_1: Yeah, so there hasn't been no payments from my job? That's what I'm asking.

Speaker speaker_0: No, ma'am.

Speaker speaker_1: Okay, so give me one second. I don't understand.

Speaker speaker_0: And it's been... Have you... Are you paying it already?

Speaker speaker_1: It's been March. I'm sorry, what was the last payment?

Speaker speaker_0: The last one payment that we received that you make, it was on the 17th of March.

Speaker speaker_1: Okay. And give me one moment.

Speaker speaker_0: I'm sorry. It was on the 21st. Let's see. Let me see something. Your payment week. No. Association card. Okay, yeah. So you pay for, um, the week. Sorry, this is getting slow. The week of the 10 and the 17, you pay for it on the 21st. After that, we have not

received any payments. Um, my question-

Speaker speaker_1: And the last payment was on the 21st?

Speaker speaker_0: The day you make the payment, ma'am.

Speaker speaker_1: Was that the 21st you're saying? So what was the 17th?

Speaker speaker_0: Yes, ma'am. The 21st.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay, so-

Speaker speaker_1: And-

Speaker speaker_0: ... are you experiencing... Go ahead.

Speaker speaker_1: Um, I'm just trying... I'm sorry. I'm just trying to get a understanding on w- why they haven't been taking the payment out. Okay, so the last payment from me was on the 21st and then there was no payment from my job and then... So right now, do I have to sign up for COBRA and I don't have benefits with you guys no more? Is that what you're saying?

Speaker speaker_0: Yes. Pretty much. But are you currently working for, um, for ATC?

Speaker speaker_1: Yes, I've been working for them back the whole month of April.

Speaker speaker_0: Well, we could... Okay. So what I could do is to reinstate the benefits.

Speaker speaker_1: Okay.

Speaker speaker_0: And, and it takes about one to two weeks for all the process to go through. And then they should start doing the deductions again.

Speaker speaker_1: Okay.

Speaker speaker_0: That works?

Speaker speaker_1: That'll be perfect. Thank you so much.

Speaker speaker_0: So let me... Give me one second. So she got dental vision and to stay healthy. All right. So like I said, I went ahead and reinstated the benefits. Um, they usually take one to two weeks for them to start, um, the process and start getting, um, the deductions. When you see on your payroll the first deductions, you could give us a call on the following Monday just to make sure we receive it and that the benefits are active.

Speaker speaker_1: Thank you so much.

Speaker speaker_0: Okay. Anything else I could do for you?

Speaker speaker_1: No, ma'am. That'll be all.

Speaker speaker_0: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: You too. Thank you. Bye-bye.