

Transcript: Pamela

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Full Transcript

Thank you for calling . Hello? Yes, this is how may I help you? Hi, um, I'm calling because I have your insurance. Like, I'm connected through a staffing agency, um, and I just wanted updates about my coverage. And what's the, the name of the staffing agency you work for? NOR. May I have the last four digits of your social? Sure. 7160. 7160? Mm-hmm. Your first and last name, ma'am? Miriam Droman. Ms. Droman, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth. Okay. 1429 Harbor Court, Rockaway, New York, 11691. And my date of birth is 01-08-01. Thank you for the information. We have a phone number on file, 347-752-0105. And your email is your firstlastname@gmail.com. Correct. Okay, so... Hello? All right. Yes, I was trying to get all the information uploaded. Uh, and- Okay. ... next, what is there any help with, ma'am? Oh, it's... Sure, yeah. So, I was, um, I'm unsure what's going on either way. Um, I think my agency, they've been taking out deductions from my paycheck, but I think they haven't been paying it to you. So basically, I've had no coverage. Um, I just got a call... So I've been in touch with my agency. They're trying to work things out. I actually... I'm calling because I just got a call from, from, I don't know who on your team, but someone called me to let me know that they figured out how to give me coverage from all of the paychecks that I, that I have already paid on. Meaning, I've been paying since Mar... since the beginning of March. Um, and so they wanted to... So they were giving me coverage for those, for anything I paid out of pocket since then, basically. Okay. That's that. So I just wanted to know, first of all, if you have any updates about my coverage, and if not, um, how I can go about getting reimbursed . Okay. So I see, yeah. You are covered, um, I see the whole month of March and there's 3- Yeah. ... you can... Give me- Hello? ... one of... Yes, I'm here. I'm just trying to- Oh, okay. ... uh, see what, what, what the information they providing regarding your in- your situation, so bear with me. Mm-hmm. But bear with me so I could get more information regarding the, your situation, just bear with me. Let me see who the person that had your, your... Your case, just bear with me. Is this your voice? Hello? Hi. It's your mo- all right. Okay, so... Um, up here you have used benefits on the date that it has been showing coverage. You will have to get in touch with a carrier reimbursement, but so far everything is shown that you are active at the time. Noise having but it's . I'm really sorry up here. I really just can't hear what you're saying, do you mind, are you speaking into the phone? I just can't hear what you're saying. Okay. Can you hear me better now? Yeah, no, that's much better. Okay. So, um, you are showing active for all the days that, um... from March. Now if you have used the benefits on those days in March, you will have to get reimbursed through the carrier. Um, can you explain what that means? Okay, do you use the benefit like let's say, do you go to the dentist or use your- Mm-hmm. ... vision? Okay. Um, so if you see, so on the days that it was showing active, now the carrier will have to reimburse you. Who's the carrier? Um, for your dental is APL, and your- Okay. ...

medical, um, and your vision is MetLife. You got your ID cards, right? Yep. Okay. So let me... All right, let me go ahead and put you in a brief hold so I could email your ID cards. Okay. Just bear with me. Can I help you? Hello. Hello. How can I help you? Hi. There. Is there anything I need for the last time? Yes. Thank you for holding. So I went ahead and sent you the ID card, and also I sent you the instruction on how to get, um, to register for VRS. Um, I registered for that already. Oh, okay. Perfect. And, um, in there you will find all your carrier's information on the email. Okay, and then I just call them to get reimbursed? Yes. They will, they will help you with the process of their reimbursement. Okay, um, and I just had one question. Um, in terms of what's moving forward, um, what's going on with that? Like, do you have any, any idea what's happening there or no? Well, um, Nora was under the transition from the company that provided services to them with us. Mm-hmm. And I believe that was the reason why it got all the confusion in sending the file and other stuff, but so far, moving forward, you shouldn't have any more issues. So I'm covered now? Yes, ma'am. So if I go to a doctor, I'm, I'm covered right now? Yes. They... Like this week, taking on the enrollment... I mean, I'm sorry, not the enrollment. On sending us the file is showing there is some reconciliation. It means that it's in the process of, of receiving it. So you should- And, and what does that mean? Well, like, every week we receive the file from them. Yeah, yeah. Mm-hmm. Yes, yes. So you know what that happens. So, like, now- So... Uh-huh. We are is... Like, if... When we receive the file it shows green, but when we're expecting it, it is still in the process, it shows yellow. So it's yellow at this time, but as I was advised, that they are working on getting it, getting it ready. So you should- So I'm not covered now? Well, technically because it's showing, um, orange on our end, oh, yellow on our end. But it should be fixed by, I would guess, by the end of the day- I mean, I've been- I've been waiting... uh, it's just a few months it's been coming, so. I mean, it's just this week. The rest of the weeks before it was showing, it's showing active. It's just, I guess, they haven't been able to- No, I'm asking moving forward. Okay, so every, every time you get your... Yes, I'm aware. I'm aware. But I, I understand, but this is like my fourth or fifth time calling. I call every week. Am I covered this week? Like I said, we're waiting on that deduction. It's showing that they're doing the process for us to get it. Now it should be showing, um, effective any time now. Can you shoot me an email once it is effective? Yes. Is, um... Which day you get paid, ma'am? Mm, maybe... Like when is it? Is it Friday? I don't... I don't know. I'm not even sure. I don't know. Oh. I think it's maybe Wednesday. I don't know, sometime middle of the week. Oh, okay. 'Cause every Monday that's when it should be showing active every, every week, 'cause I don't know if you're aware, these are like weekly basic insurance. Week- I'm, I'm aware. I'm aware. I've spoken to your company multiple times. Okay, so what I'm gonna do, I'm gonna make a note to give you a call on Monday to let you know- Yes, please. ... that, um, everything. Yeah, I will do so. Okay. Um- Okay, that sounds great. Well, I don't get here until 11 o'clock in the morning. That's fine. So I hope we can speak... That's fine? Okay. Yes, and if I don't answer, um, please just leave me, um, leave me a voicemail and also email me just, just in case I, I don't hear it, because I do work Mondays at that time, but just in case I can answer, I will. If not, um, I'd appreciate an email and a voicemail, please. All right. Yes. Okay, thank you. I will, as soon as I'm not working, I will check your account and I will give you a call. Mm-hmm. All right, I appreciate that. Thank you. Thank you for speaking with me. All right, have a good one. Bye. Have a good one. Bye-bye. All right. Okay, bye.

Conversation Format

Speaker speaker_0: Thank you for calling .

Speaker speaker_1: Hello?

Speaker speaker_0: Yes, this is how may I help you?

Speaker speaker_1: Hi, um, I'm calling because I have your insurance. Like, I'm connected through a staffing agency, um, and I just wanted updates about my coverage.

Speaker speaker_0: And what's the, the name of the staffing agency you work for?

Speaker speaker_1: NOR.

Speaker speaker_0: May I have the last four digits of your social?

Speaker speaker_1: Sure. 7160.

Speaker speaker_0: 7160?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Your first and last name, ma'am?

Speaker speaker_1: Miriam Droman.

Speaker speaker_0: Ms. Droman, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: Okay. 1429 Harbor Court, Rockaway, New York, 11691. And my date of birth is 01-08-01.

Speaker speaker_0: Thank you for the information. We have a phone number on file, 347-752-0105. And your email is your firstlastname@gmail.com.

Speaker speaker_1: Correct. Okay, so... Hello?

Speaker speaker_0: All right. Yes, I was trying to get all the information uploaded. Uh, and-

Speaker speaker_1: Okay.

Speaker speaker_0: ... next, what is there any help with, ma'am?

Speaker speaker_1: Oh, it's... Sure, yeah. So, I was, um, I'm unsure what's going on either way. Um, I think my agency, they've been taking out deductions from my paycheck, but I think they haven't been paying it to you. So basically, I've had no coverage. Um, I just got a call... So I've been in touch with my agency. They're trying to work things out. I actually... I'm calling because I just got a call from, from, I don't know who on your team, but someone called me to let me know that they figured out how to give me coverage from all of the paychecks that I, that I have already paid on. Meaning, I've been paying since Mar... since the beginning of March. Um, and so they wanted to... So they were giving me coverage for those, for anything I paid out of pocket since then, basically.

Speaker speaker_0: Okay. That's that.

Speaker speaker_1: So I just wanted to know, first of all, if you have any updates about my coverage, and if not, um, how I can go about getting reimbursed .

Speaker speaker_0: Okay. So I see, yeah. You are covered, um, I see the whole month of March and there's 3-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... you can... Give me-

Speaker speaker_1: Hello?

Speaker speaker_0: ... one of... Yes, I'm here. I'm just trying to-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... uh, see what, what, what the information they providing regarding your in- your situation, so bear with me.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: But bear with me so I could get more information regarding the, your situation, just bear with me. Let me see who the person that had your, your... Your case, just bear with me. Is this your voice?

Speaker speaker_2: Hello?

Speaker speaker_3: Hi.

Speaker speaker_2: It's your mo- all right. Okay, so... Um, up here you have used benefits on the date that it has been showing coverage. You will have to get in touch with a carrier reimbursement, but so far everything is shown that you are active at the time. Noise having but it's .

Speaker speaker_3: I'm really sorry up here. I really just can't hear what you're saying, do you mind, are you speaking into the phone? I just can't hear what you're saying.

Speaker speaker_2: Okay. Can you hear me better now?

Speaker speaker_3: Yeah, no, that's much better.

Speaker speaker_2: Okay. So, um, you are showing active for all the days that, um... from March. Now if you have used the benefits on those days in March, you will have to get reimbursed through the carrier.

Speaker speaker_3: Um, can you explain what that means?

Speaker speaker_2: Okay, do you use the benefit like let's say, do you go to the dentist or use your-

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: ... vision? Okay. Um, so if you see, so on the days that it was showing active, now the carrier will have to reimburse you.

Speaker speaker_3: Who's the carrier?

Speaker speaker_2: Um, for your dental is APL, and your-

Speaker speaker_3: Okay.

Speaker speaker_2: ... medical, um, and your vision is MetLife. You got your ID cards, right?

Speaker speaker_3: Yep.

Speaker speaker_2: Okay. So let me... All right, let me go ahead and put you in a brief hold so I could email your ID cards.

Speaker speaker_3: Okay.

Speaker speaker_2: Just bear with me.

Speaker speaker_4: Can I help you?

Speaker speaker_5: Hello.

Speaker speaker_6: Hello.

Speaker speaker_5: How can I help you?

Speaker speaker_6: Hi. There.

Speaker speaker_2: Is there anything I need for the last time?

Speaker speaker_6: Yes. Thank you for holding. So I went ahead and sent you the ID card, and also I sent you the instruction on how to get, um, to register for VRS. Um, I registered for that already.

Speaker speaker_2: Oh, okay. Perfect. And, um, in there you will find all your carrier's information on the email.

Speaker speaker_6: Okay, and then I just call them to get reimbursed?

Speaker speaker_2: Yes. They will, they will help you with the process of their reimbursement.

Speaker speaker_6: Okay, um, and I just had one question. Um, in terms of what's moving forward, um, what's going on with that? Like, do you have any, any idea wh- what's happening there or no?

Speaker speaker_2: Well, um, Nora was under the transition from the company that provided services to them with us.

Speaker speaker_6: Mm-hmm.

Speaker speaker_2: And I believe that was the reason why it got all the confusion in sending the file and other stuff, but so far, moving forward, you shouldn't have any more issues.

Speaker speaker_6: So I'm covered now?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_6: So if I go to a doctor, I'm, I'm covered right now?

Speaker speaker_2: Yes. They... Like this week, taking on the enrollment... I mean, I'm sorry, not the enrollment. On sending us the file is showing there is some reconciliation. It means that it's in the process of, of receiving it. So you should-

Speaker speaker_6: And, and what does that mean?

Speaker speaker_2: Well, like, every week we receive the file from them.

Speaker speaker_6: Yeah, yeah. Mm-hmm.

Speaker speaker_2: Yes, yes. So you know what that happens. So, like, now-

Speaker speaker_6: So... Uh-huh.

Speaker speaker_2: We are is... Like, if... When we receive the file it shows green, but when we're expecting it, it is still in the process, it shows yellow. So it's yellow at this time, but as I was advised, that they are working on getting it, getting it ready. So you should-

Speaker speaker_6: So I'm not covered now?

Speaker speaker_2: Well, technically because it's showing, um, orange on our e- on, oh, yellow on our end. But it should be fixed by, I would guess, by the end of the day-

Speaker speaker_6: I mean, I've be- I've been waiting... uh, it's just a few months it's been coming, so.

Speaker speaker_2: I mean, it's just this week. The rest of the weeks before it was showing, it's showing active. It's just, I guess, they haven't been able to-

Speaker speaker_6: No, I'm asking moving forward.

Speaker speaker_2: Okay, so every, every time you get your...

Speaker speaker_6: Yes, I'm aware. I'm aware. But I, I understand, but this is like my fourth or fifth time calling. I call every week. Am I covered this week?

Speaker speaker_2: Like I said, we're waiting on that deduction. It's showing that they're doing the process for us to get it. Now it should be showing, um, effective any time now.

Speaker speaker_6: Can you shoot me an email once it is effective?

Speaker speaker_2: Yes. Is, um... Which day you get paid, ma'am?

Speaker speaker_6: Mm, maybe...

Speaker speaker_2: Like when is it? Is it Friday?

Speaker speaker_6: I don't...

Speaker speaker_2: I don't know.

Speaker speaker_6: I'm not even sure. I don't know.

Speaker speaker_2: Oh.

Speaker speaker_6: I think it's maybe Wednesday. I don't know, sometime middle of the week.

Speaker speaker_2: Oh, okay. 'Cause every Monday that's when it should be showing active every, every week, 'cause I don't know if you're aware, these are like weekly basic insurance. Week-

Speaker speaker_6: I'm, I'm aware. I'm aware. I've spoken to your company multiple times.

Speaker speaker_2: Okay, so what I'm gonna do, I'm gonna make a note to give you a call on Monday to let you know-

Speaker speaker_6: Yes, please.

Speaker speaker_2: ... that, um, everything. Yeah, I will do so.

Speaker speaker_6: Okay.

Speaker speaker_2: Um-

Speaker speaker_6: Okay, that sounds great.

Speaker speaker_2: Well, I don't get here until 11 o'clock in the morning.

Speaker speaker_6: That's fine.

Speaker speaker_2: So I hope we can speak... That's fine? Okay.

Speaker speaker_6: Yes, and if I don't answer, um, please just leave me, um, leave me a voicemail and also email me just, just in case I, I don't hear it, because I do work Mondays at that time, but just in case I can answer, I will. If not, um, I'd appreciate an email and a voicemail, please. All right.

Speaker speaker_2: Yes.

Speaker speaker_6: Okay, thank you.

Speaker speaker_2: I will, as soon as I'm not working, I will check your account and I will give you a call.

Speaker speaker_6: Mm-hmm. All right, I appreciate that. Thank you.

Speaker speaker_2: Thank you for speaking with me.

Speaker speaker_6: All right, have a good one. Bye.

Speaker speaker_2: Have a good one. Bye-bye.

Speaker speaker_6: All right. Okay, bye.