

Transcript: Pamela

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Full Transcript

Yes, ma'am. Um, I have a... So I just got off the phone with, uh, I can't remember who it was, but they checked to see if my son's insurance or his dad's campaign agency job was still active. And they said that it hadn't been paid since February 18th. So I was trying to see if there was any way I could get, um, a email record of that, so that way I can get him put on my insurance. Okay. So... Let me, um, so you want to enroll him on your, for your benefits? Yeah. I want to put him on my personal insurance, but I can't because it's not open enrollment until I have a letter that says that his insurance act, that his insurance policy has been canceled or that it hasn't been paid. That's not a time to close the door. And- That is not the time to close the door. And if your, um, if that, can he call- It's not- You said can he call? Yeah. Well, the only way- Because we have- ... that I was able to find out is because I have my son's Social Security number and I have my son's, um, benefit card, because his dad would not tell me that he lost his job. And he would not tell me that he doesn't have insurance, and I kind of need to know that. Okay. May I have... Okay. The phone number you called is 229-406-5381, right? Yes, ma'am. Okay. And, and what is your name, ma'am? It's Hannah Platt. H-A-N-N-A-H P-L-A-T-T. I can't... Because- Okay. Can you tell me the name of your child's dad? Yes. Uh, my ex-husband's name is Austin Cantrell. A-U-S-T-I-N C-A-N-T-R-E-L-L-E. And I have the benefit num- the employee ID if you need that also. Uh, and where, where are you... It's in the ID card, the name of the staffing agency. No, Bobby. Ma'am? On the ID card should be the name of the staffing agency he was working for. Uh, Work Smart Staffing. Sorry, I couldn't hear you well. I have two rowdy kids and two rowdy dogs. No problem. So Hannah, I'm going to have to run this through my supervisor, because usually it's the, um... Whoever, whoever is the policy holder is the one that needs to call. I'm gonna see what information I'm able to get for you. Time for me to call you back? Okay. Will you please let them know that, um, we're currently and it's, it's turned into a legal battle, and I, I just need to be able to have my son on insurance and he will not give me the information. Okay. And I was just told that his insurance is not enrolled, like, he's not paying for insurance anymore. So I, like, I just really need the information to be able to put my son on insurance. No problem. I will do so. I just need to, like I said, I, we have to go into his account and- That's fine. Yes, ma'am. So I will try to find, um, the best information for you. Okay. Thank you so much. And like, y'all don't even have to put his information on it. If y'all can just put my son's information and say that the policy in his name is not active anymore, that'll be fine. No problem. No problem. Just- Okay, thank you. I will let you know as soon as I get the answer. Okay. Yes, ma'am. Thank you so much. Did you need anything else from me? No. That will be it. I will give you a call as, as soon as I get the information. Yes, ma'am. Thank you so much. Okay.

Conversation Format

Speaker speaker_0: Yes, ma'am. Um, I have a... So I just got off the phone with, uh, I can't remember who it was, but they checked to see if my son's insurance or his dad's campaign agency job was still active. And they said that it hadn't been paid since February 18th. So I was trying to see if there was any way I could get, um, a email record of that, so that way I can get him put on my insurance.

Speaker speaker_1: Okay. So... Let me, um, so you want to enroll him on your, for your benefits?

Speaker speaker_0: Yeah. I want to put him on my personal insurance, but I can't because it's not open enrollment until I have a letter that says that his insurance act, that his insurance policy has been canceled or that it hasn't been paid. That's not a time to close the door.

Speaker speaker_1: And-

Speaker speaker_0: That is not the time to close the door.

Speaker speaker_1: And if your, um, if that, can he call-

Speaker speaker_0: It's not-

Speaker speaker_1: You said can he call? Yeah.

Speaker speaker_0: Well, the only way-

Speaker speaker_1: Because we have-

Speaker speaker_0: ... that I was able to find out is because I have my son's Social Security number and I have my son's, um, benefit card, because his dad would not tell me that he lost his job. And he would not tell me that he doesn't have insurance, and I kind of need to know that.

Speaker speaker_1: Okay. May I have... Okay. The phone number you called is 229-406-5381, right?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. And, and what is your name, ma'am?

Speaker speaker_0: It's Hannah Platt. H-A-N-N-A-H P-L-A-T-T.

Speaker speaker_1: I can't... Because-

Speaker speaker_0: Okay.

Speaker speaker_1: Can you tell me the name of your child's dad?

Speaker speaker_0: Yes. Uh, my ex-husband's name is Austin Cantrell. A-U-S-T-I-N C-A-N-T-R-E-L-L-E. And I have the benefit num- the employee ID if you need that also.

Speaker speaker_1: Uh, and where, where are you... It's in the ID card, the name of the staffing agency.

Speaker speaker_0: No, Bobby. Ma'am?

Speaker speaker_1: On the ID card should be the name of the staffing agency he was working for.

Speaker speaker_0: Uh, Work Smart Staffing. Sorry, I couldn't hear you well. I have two rowdy kids and two rowdy dogs.

Speaker speaker_1: No problem. So Hannah, I'm going to have to run this through my supervisor, because usually it's the, um... Whoever, whoever is the policy holder is the one that needs to call. I'm gonna see what information I'm able to get for you. Time for me to call you back?

Speaker speaker_0: Okay. Will you please let them know that, um, we're currently and it's, it's turned into a legal battle, and I, I just need to be able to have my son on insurance and he will not give me the information.

Speaker speaker_1: Okay.

Speaker speaker_0: And I was just told that his insurance is not enrolled, like, he's not paying for insurance anymore. So I, like, I just really need the information to be able to put my son on insurance.

Speaker speaker_1: No problem. I will do so. I just need to, like I said, I, we have to go into his account and-

Speaker speaker_0: That's fine. Yes, ma'am.

Speaker speaker_1: So I will try to find, um, the best information for you.

Speaker speaker_0: Okay. Thank you so much. And like, y'all don't even have to put his information on it. If y'all can just put my son's information and say that the policy in his name is not active anymore, that'll be fine.

Speaker speaker_1: No problem. No problem. Just-

Speaker speaker_0: Okay, thank you.

Speaker speaker_1: I will let you know as soon as I get the answer. Okay.

Speaker speaker_0: Yes, ma'am. Thank you so much. Did you need anything else from me?

Speaker speaker_1: No. That will be it. I will give you a call as, as soon as I get the information.

Speaker speaker_0: Yes, ma'am. Thank you so much.

Speaker speaker_1: Okay.