

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hood. Who do I have the pleasure of speaking with? Uh, Rodolfo Garcia. And how can I assist you, Mr. Garcia? Um, so I have a, um, a benefits card with you guys. Mm-hmm. But I only signed up for vision when I signed up through my job. Mm-hmm. Correct? And I was hoping I could make changes to my benefits. Okay. What- My job does not give them in October, but I did fall into the, um, 2LE. Like I said for the 30 days- Okay. Which one? ... as of today. Um, I fell into the, um, losing, uh, healthcare within the last 30 days. Okay. So you involuntarily lost coverage afterward? Uh, yeah, I, I lost it from making too much... It shows it on the document. Okay, great. What is- I no longer Mm-hmm. What is- Yeah. What is the name of this company you work for? Uh, uh, it's Partners Personnel. And the last four digits of your social? 5174. All right. And if you can confirm your address and date of birth? 22876 Adrian Avenue, um, Moreno Valley, California. And then did you say my date of birth? Yes. Um, 08/15/2005. Okay. Now your phone number is 951-421-6528? Correct. And your email address is rodolfo.garcia2023@gmail.com? Yes. Okay. So it looks like they sent you the, the email to submit that stat 2LE. Um, so you just responded to that email with the documentation that they gave you? I did. I, I gave them all the information. I let 'em know what ha- what was happening. What, what am I missing? I'm not sure what's, why they're not- When did you send in the paperwork? ... sending the documents but... Um, I sent it in yesterday. I couldn't find the mail piece that they were asking for. I couldn't find that, but I ended up finding the document where they say, when my, on my, um, my thing discontinued and all that other stuff. And how they recommended me to you guys after. But since I already have an account, I just haven't activated it. I was hoping I could just make changes to mine. Okay. So you did reply to that email with, with the patient documentation that document that they provided to you? Yes. Uh, I gave it to them. My ca- my caseworker from Medi-Cal sent that to me after my thing. I was looking for it and I found it. And I put it right on there. And it shows on there when it got taken down. Like when it got taken away from me and it says the end of... And then it says 02/25. So obviously it says- Okay. Um. Yeah. Okay. So I'm gonna place you on a brief hold. I'm gonna reach out to the, to the department that handles processing those emails and see if we received anything from you. And then I'll let you know. I'll be right back with you. Oh, okay. Thank you so much for ha- for holding, Mr. Garcia. So we did receive the documentation and they are gonna process it now. Well, they're gonna send it to the main office to be processed. Um, it should be within 24 to 48 hours when you hear something back from, uh, the agent that sent the document to you. Okay? 'Cause I got an email, um, just earlier at like 10:00 in the morning. And it says, "Hello, Rodolfo. We will need a letter or we need letter of credible coverage or any documents showing the start and end date of coverage along with the involuntary reason why you are no longer covered from the previous insurance carrier. Please

note that the loss of coverage/benefits cannot be due to the individual's failure to recertify for Medicare/Medi-Cal or cancellation due to the non-payments of premium." And that was from, from what email? 'Cause it sounds like it- Not the same email but the info email, the one that it was sent from. Hmm. Um, I'm not sure. I'm not sure what that email is or why it was sent. Um, but we did receive your paperwork and I did confirm that the agent that handles, um, the emails for submissions and stuff like that did forward it on to the front office so that they can go ahead and get that, uh, taken care of. And then, like I said, it'll be 24 to 48 hours and you'll hear back. Okay, perfect 'cause I know, I know like I'm on the deadline and I'm tr- really trying to, like, get this. 'Cause it canceled on the 28th of February. And I sent it in yesterday, so I'm hoping it still makes it in time. Um, yeah. I ca- I- I'm not, I can't guarantee that it will or that they'll be able to process it today so you can get it and the changes made today. But we did receive it and get it forwarded. So, um, we'll just have to wait it out and let you know what happens then. Okay. All right then. Thank you so much. I appreciate it. Thank you so much for calling. You have a great day. You as well. Bye-bye.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hood. Who do I have the pleasure of speaking with?

Speaker speaker_1: Uh, Rodolfo Garcia.

Speaker speaker_0: And how can I assist you, Mr. Garcia?

Speaker speaker_1: Um, so I have a, um, a benefits card with you guys.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: But I only signed up for vision when I signed up through my job.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Correct? And I was hoping I could make changes to my benefits.

Speaker speaker_0: Okay. What-

Speaker speaker_1: My job does not give them in October, but I did fall into the, um, 2LE. Like I said for the 30 days-

Speaker speaker_0: Okay. Which one?

Speaker speaker_1: ... as of today. Um, I fell into the, um, losing, uh, healthcare within the last 30 days.

Speaker speaker_0: Okay. So you involuntarily lost coverage afterward?

Speaker speaker_1: Uh, yeah, I, I lost it from making too much... It shows it on the document.

Speaker speaker_0: Okay, great. What is-

Speaker speaker_1: I no longer

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: What is-

Speaker speaker_1: Yeah.

Speaker speaker_0: What is the name of this company you work for?

Speaker speaker_1: Uh, uh, it's Partners Personnel.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: 5174.

Speaker speaker_0: All right. And if you can confirm your address and date of birth?

Speaker speaker_1: 22876 Adrian Avenue, um, Moreno Valley, California. And then did you say my date of birth?

Speaker speaker_0: Yes.

Speaker speaker_1: Um, 08/15/2005.

Speaker speaker_0: Okay. Now your phone number is 951-421-6528?

Speaker speaker_1: Correct.

Speaker speaker_0: And your email address is rodolfo.garcia2023@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So it looks like they sent you the, the email to submit that stat 2LE. Um, so you just responded to that email with the documentation that they gave you?

Speaker speaker_1: I did. I, I gave them all the information. I let 'em know what ha- what was happening. What, what am I missing? I'm not sure what's, why they're not-

Speaker speaker_0: When did you send in the paperwork?

Speaker speaker_1: ... sending the documents but... Um, I sent it in yesterday. I couldn't find the mail piece that they were asking for. I couldn't find that, but I ended up finding the document where they say, when my, on my, um, my thing discontinued and all that other stuff. And how they recommended me to you guys after. But since I already have an account, I just haven't activated it. I was hoping I could just make changes to mine.

Speaker speaker_0: Okay. So you did reply to that email with, with the patient documentation that document that they provided to you?

Speaker speaker_1: Yes. Uh, I gave it to them. My ca- my caseworker from Medi-Cal sent that to me after my thing. I was looking for it and I found it. And I put it right on there. And it shows on there when it got taken down. Like when it got taken away from me and it says the end of... And then it says 02/25. So obviously it says-

Speaker speaker_0: Okay. Um.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So I'm gonna place you on a brief hold. I'm gonna reach out to the, to the department that handles processing those emails and see if we received anything from you. And then I'll let you know. I'll be right back with you.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Thank you so much for ha- for holding, Mr. Garcia. So we did receive the documentation and they are gonna process it now. Well, they're gonna send it to the main office to be processed. Um, it should be within 24 to 48 hours when you hear something back from, uh, the agent that sent the document to you. Okay?

Speaker speaker_1: 'Cause I got an email, um, just earlier at like 10:00 in the morning. And it says, "Hello, Rodolfo. We will need a letter or we need letter of credible coverage or any documents showing the start and end date of coverage along with the involuntary reason why you are no longer covered from the previous insurance carrier. Please note that the loss of coverage/benefits cannot be due to the individual's failure to recertify for Medicare/Medi-Cal or cancellation due to the non-payments of premium."

Speaker speaker_0: And that was from, from what email? 'Cause it sounds like it-

Speaker speaker_1: Not the same email but the info email, the one that it was sent from.

Speaker speaker_0: Hmm. Um, I'm not sure. I'm not sure what that email is or why it was sent. Um, but we did receive your paperwork and I did confirm that the agent that handles, um, the emails for submissions and stuff like that did forward it on to the front office so that they can go ahead and get that, uh, taken care of. And then, like I said, it'll be 24 to 48 hours and you'll hear back.

Speaker speaker_1: Okay, perfect 'cause I know, I know like I'm on the deadline and I'm tr- really trying to, like, get this. 'Cause it canceled on the 28th of February. And I sent it in yesterday, so I'm hoping it still makes it in time.

Speaker speaker_0: Um, yeah. I ca- I- I'm not, I can't guarantee that it will or that they'll be able to process it today so you can get it and the changes made today. But we did receive it and get it forwarded. So, um, we'll just have to wait it out and let you know what happens then.

Speaker speaker_1: Okay. All right then. Thank you so much. I appreciate it.

Speaker speaker_0: Thank you so much for calling. You have a great day.

Speaker speaker_1: You as well. Bye-bye.