

## Transcript: Pearl

**Rojas-5402795830624256-4930603133124608**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who did I just, who am I speaking with? Yeah, hi. My name is William Luman, L-U-M-A-N. And how can I assist you, Mr. Luman? Okay. A few months ago, I called in. I don't know if I talked to you. I've lost my notes on that. But, um, there was a time when the insurance company said that I was not covered for about two weeks, and they have always taken the money out of my check at work. I work for Lenovo. And so the girl I talked to at that time, she said she would resubmit the paperwork and take care of everything. But I went to the doctor yesterday, and I don't think that ever happened. Okay. What's the name of the staffing agency you work for? Oh. Um, PRC. And the last four digits of your social? 9034. All right. And if you can confirm- I've got my- ... your address. Yeah. The address is 3714 Anita Lane, Greensboro, North Carolina 27405. Your date of birth? 01/04/58. Okay. And I have your phone number as 336-... You're cutting out. I can't hear you. I, I said your phone number we have as 336-202-1890? Yeah. That's right. And I have your email address as wluman@yahoo.com. Right. Let's take a look here. So... I actually have you with active coverage, active continuous coverage, um, for quite some time now. Right. Okay. So... Okay. So are you... Like, is there somebody in the insurance company that's over you guys? So we're not the insurance company itself. We're the healthcare administrators. I can transfer you over to the insurance carrier if you're wanting to speak with them. I guess, 'cause I don't know how, how it works, but for some reason, they, the doctor's office, when they contacted my insurance company, they denied the claim because they said that I wasn't covered for that two-week period. So who do, who should I talk to about that? I mean, I can come- when was that, when was the date of um... Um. I'd have to look it up. I think it was... I think it was in May of this year. May of '24? Yeah. I'm not positive though. Okay. I really would have to look it up. Okay. So I'm showing, look, I'm going to... Let me see here. From July of 2023, I have you with active coverage. Let me see what kind of coverage you had here. Yeah. It looks like the same coverage. Let's see. You said May. May is looking like the same coverage, medical, additional medical. So from July of 2023 until November 10th of 2024, you had active coverage consecutively. You did not have any... I'm not seeing any lapse in coverage. I'm not seeing any dates where you didn't have coverage. I'm showing continuous coverage up until the 10th of this month. So could it possibly be- Right. So- ... that maybe you went for a service that was not covered? 'Cause as far as coverage, you've had active coverage. It may be the, the service you went for that wasn't covered, but you do have active coverage. No, what they said was, what they said was, for those two weeks, my premiums were not paid. But I can show them my pay stubs where it came out every week. Okay. So who do I talk to about that? Let me go ahead and get you over to the insurance carrier and see if they can assist you any further with that information. Because as far as our

system- Okay. ... I'm showing you with active coverage until, like I said, the 10th. Right. Okay. Okay. Did you have any other questions? No, that's it. All right. Thank you so much for calling. You have a great day. Please hold while I transfer.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who did I just, who am I speaking with?

Speaker speaker\_1: Yeah, hi. My name is William Luman, L-U-M-A-N.

Speaker speaker\_0: And how can I assist you, Mr. Luman?

Speaker speaker\_1: Okay. A few months ago, I called in. I don't know if I talked to you. I've lost my notes on that. But, um, there was a time when the insurance company said that I was not covered for about two weeks, and they have always taken the money out of my check at work. I work for Lenovo. And so the girl I talked to at that time, she said she would resubmit the paperwork and take care of everything. But I went to the doctor yesterday, and I don't think that ever happened.

Speaker speaker\_0: Okay. What's the name of the staffing agency you work for?

Speaker speaker\_1: Oh. Um, PRC.

Speaker speaker\_0: And the last four digits of your social?

Speaker speaker\_1: 9034.

Speaker speaker\_0: All right. And if you can confirm-

Speaker speaker\_1: I've got my-

Speaker speaker\_0: ... your address.

Speaker speaker\_1: Yeah. The address is 3714 Anita Lane, Greensboro, North Carolina 27405.

Speaker speaker\_0: Your date of birth?

Speaker speaker\_1: 01/04/58.

Speaker speaker\_0: Okay. And I have your phone number as 336-...

Speaker speaker\_1: You're cutting out. I can't hear you.

Speaker speaker\_0: I, I said your phone number we have as 336-202-1890?

Speaker speaker\_1: Yeah. That's right.

Speaker speaker\_0: And I have your email address as wluman@yahoo.com.

Speaker speaker\_1: Right.

Speaker speaker\_0: Let's take a look here. So... I actually have you with active coverage, active continuous coverage, um, for quite some time now.

Speaker speaker\_1: Right. Okay. So... Okay. So are you... Like, is there somebody in the insurance company that's over you guys?

Speaker speaker\_0: So we're not the insurance company itself. We're the healthcare administrators. I can transfer you over to the insurance carrier if you're wanting to speak with them.

Speaker speaker\_1: I guess, 'cause I don't know how, how it works, but for some reason, they, the doctor's office, when they contacted my insurance company, they denied the claim because they said that I wasn't covered for that two-week period. So who do, who should I talk to about that?

Speaker speaker\_0: I mean, I can come- when was that, when was the date of um...

Speaker speaker\_1: Um. I'd have to look it up. I think it was... I think it was in May of this year.

Speaker speaker\_0: May of '24?

Speaker speaker\_1: Yeah. I'm not positive though.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I really would have to look it up.

Speaker speaker\_0: Okay. So I'm showing, look, I'm going to... Let me see here. From July of 2023, I have you with active coverage. Let me see what kind of coverage you had here. Yeah. It looks like the same coverage. Let's see. You said May. May is looking like the same coverage, medical, additional medical. So from July of 2023 until November 10th of 2024, you had active coverage consecutively. You did not have any... I'm not seeing any lapse in coverage. I'm not seeing any dates where you didn't have coverage. I'm showing continuous coverage up until the 10th of this month. So could it possibly be-

Speaker speaker\_1: Right. So-

Speaker speaker\_0: ... that maybe you went for a service that was not covered? 'Cause as far as coverage, you've had active coverage. It may be the, the service you went for that wasn't covered, but you do have active coverage.

Speaker speaker\_1: No, what they said was, what they said was, for those two weeks, my premiums were not paid. But I can show them my pay stubs where it came out every week.

Speaker speaker\_0: Okay. So who do I talk to about that? Let me go ahead and get you over to the insurance carrier and see if they can assist you any further with that information. Because as far as our system-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... I'm showing you with active coverage until, like I said, the 10th.

Speaker speaker\_1: Right. Okay.

Speaker speaker\_0: Okay. Did you have any other questions?

Speaker speaker\_1: No, that's it.

Speaker speaker\_0: All right. Thank you so much for calling. You have a great day. Please hold while I transfer.