

Transcript: Pearl

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Full Transcript

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl, who would I like pleasure speaking with? Hi, my name is Enya Taylor Taberge. I'm at the doctor's appointment I had scheduled as a routine follow-up after my emergency appendectomy, and I need to make sure I got coverage. Okay. I gave them one card and they said it wasn't covered. And so, I don't know if that was the right card or what. Okay. What's the name of staff agency you work for? Uh, EMAW. And the last four digits of your social? 256-9297-72. Okay. Because I need this appointment, so I can go back to work. And you said the last four of your social is 9772? Yes. We are not showing an account for you. Give me one moment. I've been with y'all for six years. I don't know if they canceled me because I had an emergency surgery. Repeat your whole name for me. Enya, E-N-Y-A-W. Taylor, T-A-Y-L-O-R. Taberge, T-A-B-E-R-G-E. Yep. I got you here. What is your address and date of birth? 22448 Juniper Drive, Augusta, Georgia 3006. Okay. And I have your... Oh, and your date of birth? June 12 '64. Okay. And I have your phone number as 706-829-1717? Yes, ma'am. Okay. So I'm not showing active coverage with us. Um, did you- Well, I mean, I just... I don't... I mean, at one time I was mad because I said that they weren't covering the procedure I had just recently when I had toxic shock syndrome and stuff, but I mean, it was still coming out of my check and I need to have coverage. Yes, ma'am. Um... So what am I to... What do I need to do? I need to go back to work and I got a doctor's appointment today, so I can get my letter to go back to work. And why was I canceled? Yeah. One second. Give me one moment. Huh? Give me one moment. Take a look again at your account. I mean, my doctor's appointment is now. I need help. Okay. And you've been working continuously with EMAW? You h- you haven't stopped at all? I've just, um, I've been out because of an injury for a month. Yep. So because- So I tried... I was out a month. So- I went back to work for a week and then I was out another month now, because I had emergency surgery. Yes. So because you were out for, for so many weeks, 'cause, um, one after another, there was no deductions made. So your coverage became inactive. And then this week is actually week five where it rolls over to COBRA. So you don't have active coverage because there was... the premium wasn't being paid. Uh, so what am I supposed to do? Unfortunately, you would have to either, I mean, pay out of pocket or see if they have some kind of coverage that they can assist you with at the, at the clinic. But through your staff and you see you don't have coverage, because you haven't been paying the premium since you're out. So if I try to go back to work, will they cover this apart... this appointment? I mean... No, ma'am. Okay.

Conversation Format

Speaker speaker_0: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl, who would I like pleasure speaking with?

Speaker speaker_1: Hi, my name is Enya Taylor Taberge. I'm at the doctor's appointment I had scheduled as a routine follow-up after my emergency appendectomy, and I need to make sure I got coverage.

Speaker speaker_0: Okay.

Speaker speaker_1: I gave them one card and they said it wasn't covered. And so, I don't know if that was the right card or what.

Speaker speaker_0: Okay. What's the name of staff agency you work for?

Speaker speaker_1: Uh, EMAW.

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

Speaker speaker_1: 256-9297-72.

Speaker speaker_0: Okay.

Speaker speaker_1: Because I need this appointment, so I can go back to work.

Speaker speaker_0: And you said the last four of your social is 9772?

Speaker speaker_1: Yes.

Speaker speaker_0: We are not showing an account for you. Give me one moment.

Speaker speaker_1: I've been with y'all for six years. I don't know if they canceled me because I had an emergency surgery.

Speaker speaker_0: Repeat your whole name for me.

Speaker speaker_1: Enya, E-N-Y-A-W. Taylor, T-A-Y-L-O-R. Taberge, T-A-B-E-R-G-E.

Speaker speaker_0: Yep. I got you here. What is your address and date of birth?

Speaker speaker_1: 22448 Juniper Drive, Augusta, Georgia 3006.

Speaker speaker_0: Okay. And I have your... Oh, and your date of birth?

Speaker speaker_1: June 12 '64.

Speaker speaker_0: Okay. And I have your phone number as 706-829-1717?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So I'm not showing active coverage with us. Um, did you-

Speaker speaker_1: Well, I mean, I just... I don't... I mean, at one time I was mad because I said that they weren't covering the procedure I had just recently when I had toxic shock syndrome and stuff, but I mean, it was still coming out of my check and I need to have coverage.

Speaker speaker_0: Yes, ma'am. Um...

Speaker speaker_1: So what am I to... What do I need to do? I need to go back to work and I got a doctor's appointment today, so I can get my letter to go back to work. And why was I canceled?

Speaker speaker_2: Yeah. One second.

Speaker speaker_0: Give me one moment.

Speaker speaker_1: Huh?

Speaker speaker_0: Give me one moment. Take a look again at your account.

Speaker speaker_1: I mean, my doctor's appointment is now. I need help.

Speaker speaker_2: Okay.

Speaker speaker_0: And you've been working continuously with EMAW? You h- you haven't stopped at all?

Speaker speaker_1: I've just, um, I've been out because of an injury for a month.

Speaker speaker_0: Yep. So because-

Speaker speaker_1: So I tried... I was out a month.

Speaker speaker_0: So-

Speaker speaker_1: I went back to work for a week and then I was out another month now, because I had emergency surgery.

Speaker speaker_0: Yes. So because you were out for, for so many weeks, 'cause, um, one after another, there was no deductions made. So your coverage became inactive. And then this week is actually week five where it rolls over to COBRA. So you don't have active coverage because there was... the premium wasn't being paid.

Speaker speaker_1: Uh, so what am I supposed to do?

Speaker speaker_0: Unfortunately, you would have to either, I mean, pay out of pocket or see if they have some kind of coverage that they can assist you with at the, at the clinic. But through your staff and you see you don't have coverage, because you haven't been paying the premium since you're out.

Speaker speaker_1: So if I try to go back to work, will they cover this apart... this appointment? I mean...

Speaker speaker_0: No, ma'am.

Speaker speaker_1: Okay.