

Transcript: Sara

Marulanda-5986603302862848-4606980551819264

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Hey, Sarah. Uh, it's Keke, K-E-K-E. Hi, Keke. And last initial Q. Um, calling from, um, APL and I have an insured on the phone who's needing, um, a certificate of coverage letter. Okay. Um, like a statement of coverage? A certificate of coverage. He is saying that his policy has lapsed and he wants something that can be emailed or sent to him showing- Hm. ... um, that, when he had coverage. Okay, like a statement of coverage. He's no longer with the... He doesn't... He's no longer having the insurance. Is that correct? Uh, that's what he said. Yes, ma'am. Okay. So, okay. Okay, you can put him on the phone if you want to. Okay. And do you need his name or anything? Yes. I'm gonna need, uh, the name of the staffing company that he's working with and the last four of his social. Sure. It's the WorkSource Incorporated. Uh, last four is 8593. And what is his name? Nathan LaRue. Okay. You say WorkSource, give me just a minute. Okay, Nathan LaRue. I got him. Okay, you can put him on the phone if you want to. Sure. Okay. Thank you so much, Miss Sarah. You have a great day. You as well, Keke, thank you very much. Mm-hmm. Mm, bye. Okay. Bye-bye. Are they taking an app? Hello? Hello? Hello. Hi. Thank you for calling Benefits in a Card. My name is Sarah. Who am I speaking with? Um, yes, my name is Nathan LaRue and I'm reaching out to y'all because I'm needing a, uh, basically a letter showing when my benefits were, uh, canceled or ended. Okay. So, have you already canceled your coverage? Well, my job that I had the coverage through y'all, that I had the coverage through ended, and so I'm... but I'm... and I'm trying to get new insurance, but they're needing a letter showing when my benefits ended in order for me to get new coverage. Okay, I understand. May I have please the name of the staffing company that you was working with and the last four of your social to locate you on the system? It was WorkSource Incorporated. Okay. And the last four is 8593. Thank you very much, Nathan Allen Lurie. LaRue? Y- yes, LaRue. Mr. LaRue, just for security purposes, can you please verify your address and date of birth? Yes, that is 916 Point Royal Loop, Charleston, Arkansas 72933 and my date of birth is February 15th, 1993. And is your email LarueNathan@gmail.com? Yep. That's my email. Your number 479-275-8311? Uh, yep. Okay, sir. Thank you. Okay, let me check this. Okay, your coverage is still active and that, that's gonna be active until the 10th. Um, when did... When was your last day of work? Last day of work was the, the 21st of October. October the 21st. Do you still have one more check pending or not? No. No. He got his final check on October 31st. Okay, this is the thing. Uh, what you need is like a statement of coverage. I, I need the... I need a statement showing when the coverage ended. You're saying it's still go- ongoing until the 10th? Yes, this one is... I mean, it, it's, it's still showing active. You still have active coverage until the 10th. I'm not sure if there will be any more deductions or no if there is any other pending check. So, in this case, uh.... Okay, one thing-

Can you deactivate his... I'm sorry? Can you deactivate his coverage? Because he was- What we can do is we can request a cancellation, but cancellations take seven to 10 business days to complete. So, the only other thing we can do is just, uh, verify with your agency if you're, if you're no longer with them. Um, I'm gonna send... Okay, first, you want to cancel it? No, the only thing I'm needing is a letter showing when the coverage ends or an email- Yes. ... or something like that, that would show when it was ending 'cause that will- I- That's really... That's all I need. I understand that, but the only... The letter then is gonna show, and the coverage has ended, it's called a statement of coverage. But we cannot provide you with any statement of coverage if the coverage is still active, because that means then you still haven't... I mean, you're not done with the insurance. So this is what we do. Uh, first we have to cancel the insurance. Th- this coverage has to be canceled. That is going to give you like one or two weeks for a cancellation end date. But, uh, because I know you needed i- i- sooner than that, I will have to contact the main office, and they will contact, uh, the WorkSource, uh, for them to verify that you're no longer with them. Once we get that, we can get the statement of coverage. Before we cannot provide you with that. Okay. So the first step is- Okay. Would you like to proceed with the cancellation of the coverage? I, I don't want to cancel it or anything like that. But if you all could reach out to WorkSource, um, that would be awesome, as far as that goes, because I know you said it's active until the 10th, so. Yes. I mean, anyway, if you cancel it now, I mean, if you request the cancellation now, it's gonna... It's still active until the 10th. It's just then we're gonna have a, a... We're probably gonna have a ending date, but at this point, we don't have any ending date. So without that ending date, I cannot provide you with any statement, saying... A statement saying when was the last day of coverage, because we don't have an ending date. Okay. We just need to do whatever will get this taken care of the fastest. So if that's reaching out to WorkSource, please do that. If it's canceling it ourselves right now, that's fine. Whatever's gonna make it the smoothest and easiest to get us this statement of coverage the soonest. That's what I'm asking them, Mr. LaRu- LaRue, if he wants to cancel it. I mean, I cannot cancel it if you don't question- Because wha- what... Well, w- wh- whichever way is fastest is what I want to do. Okay, so I'm gonna- You're saying canceling takes seven to ten days? I'm sorry, ma'am. It was breaking up. Can you repeat that for me? You're saying canceling takes seven to ten days? Seven to ten- I know, but you're also saying, though, the coverage w- won't... But the c- but the coverage is going to end on the 10th of November, correct? I don't know if it's going to be on the 10th. I first have to cancel it, then it will give me a date. Okay. Okay. Let me, let me- But if we do nothing... H- if you... Go ahead, ma'am. Never mind. Okay, so give me a minute. I'm gonna make the cancellation here. Okay, it's showing ending date and November the 17, but I'm gonna send a request for the main office to contact, uh, the WorkSource for they to verify the ending of the coverage, that you're no longer with the company. Okay. You know what I mean by that? Mm-hmm. So once I get that information back, I will be giving you a call just to inform you that, uh, the letter has been sent. Okay. Okay? So, um- Thank you so much. You're more than welcome. As soon as I get this, it's not going to be today because the main office is already closed. But as soon as I get this, uh, back, I will be giving you a call, sir. Okay. Thank you so much. You're more than welcome, Mr. LaRue. Have a wonderful night, and thank you for calling Benefits in a Cart. Have a good night, ma'am. Thank you. Okay. Bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes.

Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please?

Hey, Sarah. Uh, it's Keke, K-E-K-E. Hi, Keke. And last initial Q. Um, calling from, um, APL and I have an insured on the phone who's needing, um, a certificate of coverage letter. Okay. Um, like a statement of coverage? A certificate of coverage. He is saying that his policy has lapsed and he wants something that can be emailed or sent to him showing- Hm. ... um, that, when he had coverage. Okay, like a statement of coverage. He's no longer with the... He doesn't... He's no longer having the insurance. Is that correct? Uh, that's what he said. Yes, ma'am.

Okay. So, okay. Okay, you can put him on the phone if you want to. Okay. And do you need his name or anything? Yes. I'm gonna need, uh, the name of the staffing company that he's working with and the last four of his social. Sure. It's the WorkSource Incorporated. Uh, last four is 8593. And what is his name? Nathan LaRue. Okay. You say WorkSource, give me just a minute. Okay, Nathan LaRue. I got him. Okay, you can put him on the phone if you want to. Sure. Okay. Thank you so much, Miss Sarah. You have a great day. You as well, Keke, thank you very much. Mm-hmm. Mm, bye. Okay. Bye-bye. Are they taking an app? Hello? Hello?

Hello. Hi. Thank you for calling Benefits in a Card. My name is Sarah. Who am I speaking with? Um, yes, my name is Nathan LaRue and I'm reaching out to y'all because I'm needing a, uh, basically a letter showing when my benefits were, uh, canceled or ended. Okay. So, have you already canceled your coverage? Well, my job that I had the coverage through y'all, that I had the coverage through ended, and so I'm... but I'm... and I'm trying to get new insurance, but they're needing a letter showing when my benefits ended in order for me to get new coverage. Okay, I understand. May I have please the name of the staffing company that you was working with and the last four of your social to locate you on the system? It was WorkSource Incorporated. Okay. And the last four is 8593. Thank you very much, Nathan Allen Lurie. LaRue? Y- yes, LaRue. Mr. LaRue, just for security purposes, can you please verify your address and date of birth? Yes, that is 916 Point Royal Loop, Charleston, Arkansas 72933 and my date of birth is February 15th, 1993. And is your email LarueNathan@gmail.com? Yep. That's my email. Your number 479-275-8311? Uh, yep.

Okay, sir. Thank you. Okay, let me check this. Okay, your coverage is still active and that, that's gonna be active until the 10th. Um, when did... When was your last day of work? Last day of work was the, the 21st of October. October the 21st. Do you still have one more check pending or not? No. No. He got his final check on October 31st. Okay, this is the thing. Uh, what you need is like a statement of coverage. I, I need the... I need a statement showing when the coverage ended. You're saying it's still go- ongoing until the 10th? Yes, this one is... I mean, it, it's, it's still showing active. You still have active coverage until the 10th. I'm not sure if there will be any more deductions or no if there is any other pending check. So, in this case, uh.... Okay, one thing- Can you deactivate his... I'm sorry? Can you deactivate his coverage? Because he was- What we can do is we can request a cancellation, but cancellations take seven to 10 business days to complete. So, the only other thing we can do is just, uh, verify with your agency if you're, if you're no longer with them. Um, I'm gonna send... Okay, first, you want to cancel it? No, the only thing I'm needing is a letter showing when the coverage ends or an email- Yes. ... or something like that, that would show when it was ending 'cause that will- I- That's really... That's all I need. I understand that, but the only... The letter then is gonna

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