

Transcript: Sara

Marulanda-6403953212735488-5320146468421632

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name please? What you need, ma'am? Hello, ma'am. How may I help you? Oh, yes. I was calling about, um, m- my claim that's on hold. Okay, let me check that for you. May I have the name of the agency that you are working with and the last four of your Social? Uh, Santana Price. Three, nine, eight, nine. Okay. Did you say Santana Price? Yes. Three, nine, eight, nine. Well, we don't work with any Santana Price. Um, do you know the temporary agency name? Oh, you talking about the insurance name? No, the, the, the temporary agency. The staffing that you are working with. Oh. Um, Lark LLC or On Track Staffing. They go by Okay. Thank you. ... easily. Okay. Um, what is your name and last name? Uh, Santana Price. Okay, ma'am. Thank you very much. Um, just for security purposes, can you please verify your address and date of birth? Um, 5613 Shield Turn Hills Drive in apartment 308, Fort Worth, Texas 76112 and date of birth, 10/14/1985. And is your email SantanaPrice28@gmail.com? Yes. I need your phone number. 682-372-25332. I'm sorry. Yes. All righty, ma'am. Thank you. Okay. Um, okay. Last day of your active coverage was October the 27th. Since then, there has been no, um, deductions from your paycheck. Mm-hmm. Do you still working with the company? No, I'm not. But I had a active claim on October the, uh, 21st, and it's on hold and I, I spoke with them twice because it's almost a month and they say it's on hold due to y'all verification. So, trying to see what I can do to speed this up because this has been sitting for verification. Yes, I understand that. The claims takes between 30 to 45 days to clear. Either if they pay or, or denied, but they take like 30 to 45 days. Um, but if you want, just give me the... okay, give me a minute. Um, may I have the n- claim number and the date of the service? Okay. One moment. Um, it's 253-6817. 2536817, right? Yeah, I think that's it. That was the claim number. Okay. Was that a dental? What kind of service was that? Uh, accident insurance. I'm sorry? It was accident insurance. Wait, for the group accident? Yeah, it was accident. Okay. Um, okay. So you have a group accident coverage by them. Um, and you say the date was? The date was October 21st. Okay, um, do you know what the group accident covers? Do I know what, ma'am? What group accident covers? What that, what do, does that mean? Is not if, if you have a car accident. Um, it's like if- If you- ... uh, if you go to emergency room, um, like for, uh, sprained arm or, or you hurt yourself, or any kind of accident that could happen. Oh. Okay. So, um, number to confirm claim 2536817 for group accident service, date 10/21/24. And, uh, what did they tell you that they're, they're waiting for a confirmation or what are they waiting from? They, they're waiting for you guys to, um, confirm that I had insurance the day it happened. Okay. Yeah, they waiting on you guys to, um... I just spoke with them, um, yesterday again, and they say it's on hold because they need you guys to, um, verify that I was active the day, um- Okay, so this is- ... that, um, I, I submitted the claim. I got you. So this is what I gonna do.

I gonna send a email to the main office for they to contact the... what was the hospital? Well, they have that information on the claim. So I gonna send that for, uh, them to, um, verify the information. Once I get anything, um, any information back, I will be giving you a call. Okay, ma'am? Okay. Um, if you don't get me, um, 'cause I'm at work, uh, you can email me. Okay. Okay. Or I will leave a message in their voice message. Okay. All righty, ma'am. Thank you back. Other than that, is there anything else that I can help you with? No. So you're gonna, um, you guys gonna reach out to them to verify the service? I gonna send this to the main office for they to reach the, um, the place where the service was done. Oh, okay. Well, yeah, I had submitted all the paperwork. Um, and I'm sure- What I have sent is... This is how that work. I received your message. I send it to the main office and they will contact the, um, the place where the service was done and they will, um, they will provide any information they're waiting for. But as I told you- Okay. ... it will take 30 to 45 days. So if I get any information between that day, that time, I will be giving you a call. Okay, thank you. All righty, ma'am. You're more than welcome. So have a wonderful day and thank you for calling Benefits in a Cart. Okay, you too. Thank you. Bye bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name please? What you need, ma'am? Hello, ma'am. How may I help you? Oh, yes. I was calling about, um, m- my claim that's on hold. Okay, let me check that for you. May I have the name of the agency that you are working with and the last four of your Social? Uh, Santana Price. Three, nine, eight, nine. Okay. Did you say Santana Price? Yes. Three, nine, eight, nine. Well, we don't work with any Santana Price. Um, do you know the temporary agency name? Oh, you talking about the insurance name? No, the, the, the temporary agency. The staffing that you are working with. Oh. Um, Lark LLC or On Track Staffing. They go by Okay. Thank you. ... easily. Okay. Um, what is your name and last name? Uh, Santana Price. Okay, ma'am. Thank you very much. Um, just for security purposes, can you please verify your address and date of birth? Um, 5613 Shield Turn Hills Drive in apartment 308, Fort Worth, Texas 76112 and date of birth, 10/14/1985. And is your email SantanaPrice28@gmail.com? Yes. I need your phone number. 682-372-25332. I'm sorry. Yes. All righty, ma'am. Thank you. Okay. Um, okay. Last day of your active coverage was October the 27th. Since then, there has been no, um, deductions from your paycheck. Mm-hmm. Do you still working with the company? No, I'm not. But I had a active claim on October the, uh, 21st, and it's on hold and I, I spoke with them twice because it's almost a month and they say it's on hold due to y'all verification. So, trying to see what I can do to speed this up because this has been sitting for verification. Yes, I understand that. The claims takes between 30 to 45 days to clear. Either if they pay or, or denied, but they take like 30 to 45 days. Um, but if you want, just give me the... okay, give me a minute. Um, may I have the n- claim number and the date of the service? Okay. One moment. Um, it's 253-6817. 2536817, right? Yeah, I think that's it. That was the claim number. Okay. Was that a dental? What kind of service was that? Uh, accident insurance. I'm sorry? It was accident insurance. Wait, for the group accident? Yeah, it was accident. Okay. Um, okay. So you have a group accident coverage by them. Um, and you say the date was? The date

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