

Transcript: VICTORIA

Taylor-4507495938834432-4542785134968832

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, ass-... this is Amy Stefanek calling. Um, I spoke to somebody yesterday and I emailed them, um, my pay stub just to see why, um, I wasn't signed up properly. Okay. What's the name of the aid for? Uh, the company, Global Healthcare Group. What's the name of the staffing agency? Yeah. That's what I just said, Global Healthcare Group. Does it go by anything else? No. It was... NOR Staffing. Okay. And the last four of your Social? Yep. 1209. And your first and last name? Yep. Amy Stefanek. Okay. Do you mind verifying your address and date of birth? Yep. 123 Harrowgate Crossing, West Henrietta, New York, 14586 and date of birth's November 25th, 1987. Okay. The address I have on file is, uh, a Baton Rouge address. Is that the- Oh, yeah. ... mailing address for you? Yeah. Sorry. I did change that yesterday. Um, 6765 Corporate Boulevard, Baton Rouge. It's apartment 6110-70809. Okay. Phone number 585-301-3641? Yep. Okay. So it looks like... And I actually tried to give you a call not too long ago. Uh, well, actually a couple hours ago. Um, so I haven't received any updates as of yet, um, but we are communicating with your employer to get the issue resolved. So you are enrolled into coverage. It's just the payroll deduction is not showing up in our systems. Um, so I did go ahead and forward over that pay s- the pay stub that you sent to me from account manager who's communicating with your employer to get the issue fixed. Okay. Um, so as soon as I get, uh, you know, a response on that, I will follow back up with you. Um, but I was just giving you a call earlier today to let you know, unfortunately, I don't really have an update as of right now. Okay. Um, so you're not gonna be sending the card until that gets fixed. Is that right? Well, i- it's not that I, I, I'm not wanting to, it's the, the fact that the ID cards are not even made until coverage is active. So in order for us to be even able to do that, we have to figure out why you're not showing active in our systems. Um, because once you're showing active in our systems, we then send that information to the insurance carriers who then make the ID card. Okay. Well, I'm, I'm still paying for insurance, so... I understand that, ma'am. And that's, and that's what we're trying to figure out what's going on. So unfortunately, I don't have any answers for you. But because the coverage is not showing active in our systems, we have to figure out why it's not. And we are actively communicating with your employer. We're just waiting on a response from them. Okay. Um, so if you guys can't figure this out soon, maybe you'd stop billing me until you do? I don't know how long it's gonna take, but... Yeah. I mean, I, I, I don't have an estimate time, unfortunately. Um, the last update I got was earlier today around three o'clock from the account manager. Okay. Yeah. I just, you know, I need health insurance, so if you guys could just put a rush on that. Yeah. We're doing everything that we can on our end. Again, we just haven't had a response from your employer. So as soon as we get a response from your employer and that is an- you know, related to me, I will follow up with you from there to let you know what's going on. Okay. All right. Thank you. You're wel-

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Hi, ass-... this is Amy Stefanek calling. Um, I spoke to somebody yesterday and I emailed them, um, my pay stub just to see why, um, I wasn't signed up properly.

Speaker speaker_0: Okay. What's the name of the aid for?

Speaker speaker_1: Uh, the company, Global Healthcare Group.

Speaker speaker_0: What's the name of the staffing agency?

Speaker speaker_1: Yeah. That's what I just said, Global Healthcare Group.

Speaker speaker_0: Does it go by anything else?

Speaker speaker_1: No. It was... NOR Staffing.

Speaker speaker_0: Okay. And the last four of your Social?

Speaker speaker_1: Yep. 1209.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Yep. Amy Stefanek.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: Yep. 123 Harrowgate Crossing, West Henrietta, New York, 14586 and date of birth's November 25th, 1987.

Speaker speaker_0: Okay. The address I have on file is, uh, a Baton Rouge address. Is that the-

Speaker speaker_1: Oh, yeah.

Speaker speaker_0: ... mailing address for you?

Speaker speaker_1: Yeah. Sorry. I did change that yesterday. Um, 6765 Corporate Boulevard, Baton Rouge. It's apartment 6110-70809.

Speaker speaker_0: Okay. Phone number 585-301-3641?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. So it looks like... And I actually tried to give you a call not too long ago. Uh, well, actually a couple hours ago. Um, so I haven't received any updates as of yet, um, but we are communicating with your employer to get the issue resolved. So you are

enrolled into coverage. It's just the payroll deduction is not showing up in our systems. Um, so I did go ahead and forward over that pay s- the pay stub that you sent to me from account manager who's communicating with your employer to get the issue fixed.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, so as soon as I get, uh, you know, a response on that, I will follow back up with you. Um, but I was just giving you a call earlier today to let you know, unfortunately, I don't really have an update as of right now.

Speaker speaker_1: Okay. Um, so you're not gonna be sending the card until that gets fixed. Is that right?

Speaker speaker_0: Well, i- it's not that I, I, I'm not wanting to, it's the, the fact that the ID cards are not even made until coverage is active. So in order for us to be even able to do that, we have to figure out why you're not showing active in our systems. Um, because once you're showing active in our systems, we then send that information to the insurance carriers who then make the ID card.

Speaker speaker_1: Okay. Well, I'm, I'm still paying for insurance, so...

Speaker speaker_0: I understand that, ma'am. And that's, and that's what we're trying to figure out what's going on. So unfortunately, I don't have any answers for you. But because the coverage is not showing active in our systems, we have to figure out why it's not. And we are actively communicating with your employer. We're just waiting on a response from them.

Speaker speaker_1: Okay. Um, so if you guys can't figure this out soon, maybe you'd stop billing me until you do? I don't know how long it's gonna take, but...

Speaker speaker_0: Yeah. I mean, I, I, I don't have an estimate time, unfortunately. Um, the last update I got was earlier today around three o'clock from the account manager.

Speaker speaker_1: Okay. Yeah. I just, you know, I need health insurance, so if you guys could just put a rush on that.

Speaker speaker_0: Yeah. We're doing everything that we can on our end. Again, we just haven't had a response from your employer. So as soon as we get a response from your employer and that is an- you know, related to me, I will follow up with you from there to let you know what's going on.

Speaker speaker_1: Okay. All right. Thank you.

Speaker speaker_0: You're wel-