

Transcript: VICTORIA

Taylor-4707099731083264-6481405481893888

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, yes, um, I have a question. I'm working through an agency, um, and I received a, a form, like, for my taxes, but it's for the health insurance and, um, I've been getting charged for the past month. Um, I wanna know why, like, 'cause I have my own Medi-Cal. What's the name of the agency you work for? Partners, I think. Let me see my... Hold on. Would it be Partners Personnel? Part, sorry. Partners Personal... Ah-ha, Management. Okay. What's the last four of your Social? 8900. And, uh, your first and last name? Mercedes Carlos. Okay. Do you mind verifying your address and date of birth? It's 12923 Goleta Street in Pacoima, California 91331 and the phone number is 818-336-7015. And then email is first and last name 89 at yahoo.com? Correct. And your date of birth? I'm sorry. 6-26-89. Okay. Um, I don't see that you're enrolled into anything and you haven't been charged for coverage, so I'm not sure what that form is for specifically, but you haven't been enrolled into anything with us. 'cause it's, it says right here nine- um, 1095-C, the form. Okay. Yeah. I mean, I, I understand that you have a 1095-C form, but what I'm saying is, is you've never been enrolled into medical coverage with us. Now I don't know if- Mm-hmm. ... Partners Personnel has a different benefits administer that they might offer benefit, benefits through as well, but you've never been enrolled into coverage with us. Oh, okay. Yeah, 'cause I contact the Partners and they told me that they don't know nothing about this. That's why they gave me this number. Okay. So what I would do from here is I would call them back, let them know that you reached out to us, but you're not enrolled into anything on our end. Oh, okay. Okay, then I'll give them a call back. And what's your name? Victoria. Victoria. Perfect. Okay. Let me call them back. Thank you so much. You're welcome. Have a good day. You too. Bye.

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, yes, um, I have a question. I'm working through an agency, um, and I received a, a form, like, for my taxes, but it's for the health insurance and, um, I've been getting charged for the past month. Um, I wanna know why, like, 'cause I have my own Medi-Cal.

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

Speaker speaker_1: Partners, I think. Let me see my... Hold on.

Speaker speaker_0: Would it be Partners Personnel?

Speaker speaker_1: Part, sorry. Partners Personal... Ah-ha, Management.

Speaker speaker_0: Okay. What's the last four of your Social?

Speaker speaker_1: 8900.

Speaker speaker_0: And, uh, your first and last name?

Speaker speaker_1: Mercedes Carlos.

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

Speaker speaker_1: It's 12923 Goleta Street in Pacoima, California 91331 and the phone number is 818-336-7015.

Speaker speaker_0: And then email is first and last name 89 at yahoo.com?

Speaker speaker_1: Correct.

Speaker speaker_0: And your date of birth? I'm sorry.

Speaker speaker_1: 6-26-89.

Speaker speaker_0: Okay. Um, I don't see that you're enrolled into anything and you haven't been charged for coverage, so I'm not sure what that form is for specifically, but you haven't been enrolled into anything with us.

Speaker speaker_1: 'cause it's, it says right here nine- um, 1095-C, the form.

Speaker speaker_0: Okay. Yeah. I mean, I, I understand that you have a 1095-C form, but what I'm saying is, is you've never been enrolled into medical coverage with us. Now I don't know if-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... Partners Personnel has a different benefits administer that they might offer benefit, benefits through as well, but you've never been enrolled into coverage with us.

Speaker speaker_1: Oh, okay. Yeah, 'cause I contact the Partners and they told me that they don't know nothing about this. That's why they gave me this number.

Speaker speaker_0: Okay. So what I would do from here is I would call them back, let them know that you reached out to us, but you're not enrolled into anything on our end.

Speaker speaker_1: Oh, okay. Okay, then I'll give them a call back. And what's your name?

Speaker speaker_0: Victoria.

Speaker speaker_1: Victoria. Perfect. Okay. Let me call them back. Thank you so much.

Speaker speaker_0: You're welcome. Have a good day.

Speaker speaker_1: You too. Bye.