

Transcript: VICTORIA

Taylor-5254610708250624-5551985762942976

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Um, hi, Victoria. This is Katina Robinson. Mm-hmm. And I'm just returning the call. Yes, I would like to k- keep my insurance. Uh, um, I'm my, um, at th- I'm... My insurance called Work1st, Workforce Strategies. I might have misspoke and said the wrong thing when I, um, registered. But I believe it's Workforce Strategies, and not, um, WorkSmart. I think it's Work- Workforce Strategies. Okay. Yeah, the reason why I was calling is because we, we technically work for two different, uh... We actually work for multiple different staffing agencies. But another one of the agencies we work for is WorkSmart. And I see where back in March, um, you called in and it looked like to opt out of benefits. So I was just wondering if you- So that was WorkSmart instead of Workforce. Yeah. Okay, so you did- So it was under... Yeah. I'm under Workforce- Okay. ... Strategies and it's, it's under the wrong thing under WorkSmart. That's not the right one. It's supposed to be Workforce Strategies. Okay. So did you ever work for WorkSmart or apply for them or? No. No, it was always- No. Okay. ... Workforce Strategy. Yeah. Okay. And- That's why I was like, "I gotta get it together." 'Cause I'm like, "It's Workforce Strategies, not WorkSmart." Gotcha. But either way, you are wanting to keep the coverage. Yes, ma'am. Okay. Yeah, 'cause they're still- All right. ... taking deductions out, so. Gotcha. Yeah, and we did receive that pay stub, and we are investigating that, so we will follow back up with you on it. Um, but I just wanted to clarify all of that first. It can kind of get confusing. And I was wondering if you could do me a huge favor though, because I really do need my ID for my, um, prescription and medical card sent. If you could send that to my, um, email? Okay. Because I need that for my, for my doctor's office 'cause they don't have that on file. Gotcha. And I have to go to the doctor on the ninth, and I need that or they gonna charge me 400 bucks. Okay. All right. So with that being said, the issue that we're investigating is the deduction, um, which is n- We don't have that deduction in our system. So as of right now, our system is not showing you active. Now, the ID cards and policy information, all of that is not made until after coverage is active. So, um, I, we don't even have access to your policy information at this time. So you're right. I'm like... Okay, so how would you get access? 'Cause I've been trying to see this since March. I mean February 28th. I'm sorry. February 28th. She said they've been taking deductions out since February 28th. Okay. Yeah, um, so unfortunately, w- I don't have too many answers at this time. I am... What I did is forwarded over that pay stub that you sent to us where those deductions were made. We're looking in and trying to verify that those deductions were made for the coverage with us and not your previous insurance carrier. Okay. Yes, ma'am. It shouldn't be. It should be because I've been detached from my previous carrier for a month now. Okay. So, well, as soon as I get an update on the deductions that are being made, I will give you a call back. Um, and I'll go ahead and make a note, uh, of your appointment coming up on the ninth, so hopefully I can

give you a call back. Okay, 'cause I'm like, I really need to give them some form of medical ID number because I don't, I don't have \$400 to pay no doctor. And I'm giving out money towards a medical coverage. You know what I mean? Like, I, I don't know. I understand. Is it something that you could possibly reschedule for a later, a later time? Because, I mean, at this point, we're still having to investigate the deductions being made. I, I don't know when we can get this- Oh, no. Okay. I don't know. Okay, so I don't get off 'til 12 o'clock, so I guess I have to call them in the morning and reschedule my appointment. I don't even know when I will be able to get back in. Okay. I have a lot of health problems, so I'm, I'm, I'm trying to get myself situated. I understand. Yeah, I mean, the only reason why I say that is because, again, our systems are not showing that these deductions have been made. So what we have done is we are looking into the pay stub that you forwarded over to us, and we've already escalated that. We haven't heard anything about that as of right now. Uh, and I know- Okay. ... take 24 to 48 business hours. I haven't heard back. It takes how long? Oh, shit. 10 seconds. Oh, shit. Huh? It's up to you. 10 seconds. Oh, I think I got it. You got it? Okay. 10 seconds. So we do 10... Hello? Okay, so you said it take how long? 24 to 48 business hours. Okay. Okay, that ain't long. Okay. All right. You understand that? Okay, I'll reschedule. I'll reschedule. Okay. Okay. Right. And as soon as I get word back about what's going on, I will definitely give you a call back. Okay. All righty. All right. You have a wonderful day. You too. Thank you. Bye-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: Um, hi, Victoria. This is Katina Robinson.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And I'm just returning the call. Yes, I would like to k- keep my insurance. Uh, um, I'm my, um, at th- I'm... My insurance called Work1st, Workforce Strategies. I might have misspoke and said the wrong thing when I, um, registered. But I believe it's Workforce Strategies, and not, um, WorkSmart. I think it's Work- Workforce Strategies.

Speaker speaker_0: Okay. Yeah, the reason why I was calling is because we, we technically work for two different, uh... We actually work for multiple different staffing agencies. But another one of the agencies we work for is WorkSmart. And I see where back in March, um, you called in and it looked like to opt out of benefits. So I was just wondering if you-

Speaker speaker_1: So that was WorkSmart instead of Workforce.

Speaker speaker_0: Yeah. Okay, so you did-

Speaker speaker_1: So it was under... Yeah. I'm under Workforce-

Speaker speaker_0: Okay.

Speaker speaker_1: ... Strategies and it's, it's under the wrong thing under WorkSmart. That's not the right one. It's supposed to be Workforce Strategies.

Speaker speaker_0: Okay. So did you ever work for WorkSmart or apply for them or?

Speaker speaker_1: No. No, it was always-

Speaker speaker_0: No. Okay.

Speaker speaker_1: ... Workforce Strategy. Yeah.

Speaker speaker_0: Okay. And-

Speaker speaker_1: That's why I was like, "I gotta get it together." 'Cause I'm like, "It's Workforce Strategies, not WorkSmart."

Speaker speaker_0: Gotcha. But either way, you are wanting to keep the coverage.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah, 'cause they're still-

Speaker speaker_0: All right.

Speaker speaker_1: ... taking deductions out, so.

Speaker speaker_0: Gotcha. Yeah, and we did receive that pay stub, and we are investigating that, so we will follow back up with you on it. Um, but I just wanted to clarify all of that first. It can kind of get confusing.

Speaker speaker_1: And I was wondering if you could do me a huge favor though, because I really do need my ID for my, um, prescription and medical card sent. If you could send that to my, um, email?

Speaker speaker_0: Okay.

Speaker speaker_1: Because I need that for my, for my doctor's office 'cause they don't have that on file.

Speaker speaker_0: Gotcha.

Speaker speaker_1: And I have to go to the doctor on the ninth, and I need that or they gonna charge me 400 bucks.

Speaker speaker_0: Okay. All right. So with that being said, the issue that we're investigating is the deduction, um, which is n- We don't have that deduction in our system. So as of right now, our system is not showing you active. Now, the ID cards and policy information, all of that is not made until after coverage is active. So, um, I, we don't even have access to your policy information at this time.

Speaker speaker_1: So you're right. I'm like... Okay, so how would you get access? 'Cause I've been trying to see this since March. I mean February 28th. I'm sorry. February 28th. She said they've been taking deductions out since February 28th.

Speaker speaker_0: Okay. Yeah, um, so unfortunately, w- I don't have too many answers at this time. I am... What I did is forwarded over that pay stub that you sent to us where those deductions were made. We're looking in and trying to verify that those deductions were made for the coverage with us and not your previous insurance carrier.

Speaker speaker_1: Okay.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: It shouldn't be. It should be because I've been detached from my previous carrier for a month now.

Speaker speaker_0: Okay. So, well, as soon as I get an update on the deductions that are being made, I will give you a call back. Um, and I'll go ahead and make a note, uh, of your appointment coming up on the ninth, so hopefully I can give you a call back.

Speaker speaker_1: Okay, 'cause I'm like, I really need to give them some form of medical ID number because I don't, I don't have \$400 to pay no doctor. And I'm giving out money towards a medical coverage. You know what I mean? Like, I, I don't know.

Speaker speaker_0: I understand. Is it something that you could possibly reschedule for a later, a later time? Because, I mean, at this point, we're still having to investigate the deductions being made. I, I don't know when we can get this-

Speaker speaker_1: Oh, no. Okay. I don't know. Okay, so I don't get off 'til 12 o'clock, so I guess I have to call them in the morning and reschedule my appointment. I don't even know when I will be able to get back in.

Speaker speaker_0: Okay.

Speaker speaker_1: I have a lot of health problems, so I'm, I'm, I'm trying to get myself situated.

Speaker speaker_0: I understand. Yeah, I mean, the only reason why I say that is because, again, our systems are not showing that these deductions have been made. So what we have done is we are looking into the pay stub that you forwarded over to us, and we've already escalated that. We haven't heard anything about that as of right now. Uh, and I know-

Speaker speaker_1: Okay.

Speaker speaker_0: ... take 24 to 48 business hours. I haven't heard back.

Speaker speaker_1: It takes how long?

Speaker speaker_2: Oh, shit. 10 seconds.

Speaker speaker_1: Oh, shit. Huh?

Speaker speaker_2: It's up to you. 10 seconds.

Speaker speaker_3: Oh, I think I got it.

Speaker speaker_2: You got it? Okay. 10 seconds.

Speaker speaker_1: So we do 10...

Speaker speaker_0: Hello?

Speaker speaker_1: Okay, so you said it take how long?

Speaker speaker_0: 24 to 48 business hours.

Speaker speaker_1: Okay. Okay, that ain't long. Okay. All right.

Speaker speaker_0: You understand that?

Speaker speaker_1: Okay, I'll reschedule. I'll reschedule. Okay.

Speaker speaker_0: Okay.

Speaker speaker_1: Right.

Speaker speaker_0: And as soon as I get word back about what's going on, I will definitely give you a call back.

Speaker speaker_1: Okay.

Speaker speaker_0: All righty.

Speaker speaker_1: All right.

Speaker speaker_0: You have a wonderful day.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you. Bye-bye.