

Transcript: VICTORIA

Taylor-6197462643687424-5685663435505664

Full Transcript

Thank you for calling the card. This is Victoria. How can I help you? Hello, Victoria. I'm just finding out, I have, um, um, insurance with, um, the company, and I need to know if there is anything that you owe me, like I have to pay or something, how I can find out. Okay. What's the name of the agency you work for? American Public Life APL. You work with American Public Life? No, no. I, I used to work with UC Berkeley, actually. Okay. What's the name- And, oh, Oxford, sorry. Yeah, Expo- yeah, Export Global. So what's the name of the staffing agency you work through? Oxford Global. Okay. Um, and the last four of your Social? 7797. And your first and last name? Ralph, R-A-L-P-H, and last name is N as in Nancy, A as in Apple, N as in Nancy, N as in Nancy, I as in India, S as in Sara. Do you mind verifying your address and date of birth? Yeah. 2620 Yuzo Street, Supreme Valley, California, 91977. And my birthday is March 27th, 1965. Like, four days ago. Phone number is 240- 240, yeah, 9556. Correct. Email is gonna be first name and then rr@gmail.com? That's correct, yes. Okay. So I don't see that you're currently, um, enrolled into anything with us. It looks like your enrollment rolled over to COBRA. Oh, COBRA. Yeah. Yeah, but I didn't subscribe to that, so there is nothing like on, pending on my situation with you guys, like, on this. No, you don't have any active coverage with us. Are you still working with Oxford? No, no. I, I left the company in end of January. But I just wanna make sure that there is no money pending that I have to pay or... usually they bill it to me, right? They bill it to my address? Okay. So, I think there's a little confusion. We're just the benefits administrators. Did you have to go to a doctor at some point? And are you- No, no, no. I'm, I'm, I'm just checking because, you know, I'm Canadian, and we have everything free over there. But here, when I came to the State, everything that's under insurance, and you have to pay copay, and some of them that's not covered by the insurance, you have to pay it from your pocket. I just wanna make sure I'm clear on those things. I don't have any money pending that I have to pay to the insurance, or...? That you would have to, to reach out to the actual insurance carriers directly. We just administer the medical insurance. Oh, I see. Okay. I'm sorry to bother you. Okay. No, you're fine. I will give them a call. Thank you so much. You're welcome. Have a good day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling the card. This is Victoria. How can I help you?

Speaker speaker_1: Hello, Victoria. I'm just finding out, I have, um, um, insurance with, um, the company, and I need to know if there is anything that you owe me, like I have to pay or something, how I can find out.

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

Speaker speaker_1: American Public Life APL.

Speaker speaker_0: You work with American Public Life?

Speaker speaker_1: No, no. I, I used to work with UC Berkeley, actually.

Speaker speaker_0: Okay. What's the name-

Speaker speaker_1: And, oh, Oxford, sorry. Yeah, Expo- yeah, Export Global.

Speaker speaker_0: So what's the name of the staffing agency you work through?

Speaker speaker_1: Oxford Global.

Speaker speaker_0: Okay. Um, and the last four of your Social?

Speaker speaker_1: 7797.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Ralph, R-A-L-P-H, and last name is N as in Nancy, A as in Apple, N as in Nancy, N as in Nancy, I as in India, S as in Sara.

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

Speaker speaker_1: Yeah. 2620 Yuzo Street, Supreme Valley, California, 91977. And my birthday is March 27th, 1965. Like, four days ago.

Speaker speaker_0: Phone number is 240-

Speaker speaker_1: 240, yeah, 9556. Correct.

Speaker speaker_0: Email is gonna be first name and then rr@gmail.com?

Speaker speaker_1: That's correct, yes.

Speaker speaker_0: Okay. So I don't see that you're currently, um, enrolled into anything with us. It looks like your enrollment rolled over to COBRA.

Speaker speaker_1: Oh, COBRA.

Speaker speaker_0: Yeah.

Speaker speaker_1: Yeah, but I didn't subscribe to that, so there is nothing like on, pending on my situation with you guys, like, on this.

Speaker speaker_0: No, you don't have any active coverage with us. Are you still working with Oxford?

Speaker speaker_1: No, no. I, I left the company in end of January. But I just wanna make sure that there is no money pending that I have to pay or... usually they bill it to me, right? They bill it to my address?

Speaker speaker_0: Okay. So, I think there's a little confusion. We're just the benefits administrators. Did you have to go to a doctor at some point? And are you-

Speaker speaker_1: No, no, no. I'm, I'm, I'm just checking because, you know, I'm Canadian, and we have everything free over there. But here, when I came to the State, everything that's under insurance, and you have to pay copay, and some of them that's not covered by the insurance, you have to pay it from your pocket. I just wanna make sure I'm clear on those things. I don't have any money pending that I have to pay to the insurance, or...?

Speaker speaker_0: That you would have to, to reach out to the actual insurance carriers directly. We just administer the medical insurance.

Speaker speaker_1: Oh, I see. Okay. I'm sorry to bother you. Okay.

Speaker speaker_0: No, you're fine.

Speaker speaker_1: I will give them a call. Thank you so much.

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

Speaker speaker_1: You too. Bye-bye.