

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits Center Corps. This is Victoria. How can I help you? Hi, there. My name is James Smith and I have, uh, um, I work for MAU, and, uh, and, and I've been there about five or six weeks. So, uh, they said my insurance should be kicked in by now, so, but, but I, I don't know. Have y'all sent me a call? Oh, shit. I'm sorry. You're fine. Uh, let me pull up your file. What's the last four of your Social? Uh, uh, hold on. Let, let me try to fix my phone. Let me try. Uh, uh, the last four of my Social is 9016. Okay. Yeah, and, you know, y'all might be done sent me a card that I, I didn't check my mailbox yet, so... Okay. What's, um... Do you mind verifying your address and date of birth? It's, uh, 3800 East North Street, Apartment 20, Greenville, South Carolina, 29615. And, uh, my, my date of birth is 12/10/1957. Okay. I, it looks like I have a different address. I have 102 Bell Street, Blacksburg, South Carolina. No, that's somebody else. That's somebody else. I'm, I'm, I'm James M. Smith. My, my, the last four of my Social Security number is 9016. And I'm, I'm at 3800 East North Street, Apartment 20, Greenville, South Carolina. Okay. And what was your date of birth again? Uh, 12/10/1957. Okay. So, it looks like on... I was looking at the wrong files, but now I got you pulled up and I have 260- Cool. ... Colton Road. Well, I, I, uh, uh, I, I, I told, MAU is supposed to update my address, because I, I told her that, that, that was my old address. It's 3800 East North Street. So they supposed to put it in the system, but I guess they had sent it over before they changed it in their system. Yeah. They, they- There we go. I'm, I'm at- They might have updated you in their systems. Oh. But, um, yeah, I don't know how that works, but let me change it for you. 3800 East North Street, is that still in Greenville? Uh, yes. And then what's the zip code? 29615. I'm in Apartment 20. Apartment 20. So, so, i- i- it, it, if, if you guys had, had helped me done some- something out, then it, it, it, it never would have came to my address. Yeah, because we have the old address on file. So I'm gonna update it and then request for copies to be sent out to you, and I can also look up digital copies and email them to you in the meantime. Yeah, e- email them to me. And le- le- let, let's ask you one more thing. Say if I was to leave MA-, leave MAU, uh, uh, how long did your insurance last or, or could I, could, could I keep it going? Or, or does it last, last, uh, like 30 days after you leave them, or can, or can you keep it going? Um, temporarily, yes. So whenever you get your last paycheck, more than likely, you will see a deduction being made on that last check. So it'll provide coverage for the following week. Oh. Now, how it works with us is you do have four weeks after your last paycheck to make a direct payment with us over the phone to continue the coverage. So, you would have to call in week by week and make a payment every week. Now on the fifth week- Oh, I see this. Now on the fifth week of not receiving a payroll deduction, any plans that are eligible for COBRA will roll over to COBRA and that's the only way to continue it from there. Okay. So, so, so you could be sending me a group number as soon as I get off the phone? Because I'm at the doctor's office now. Yeah. I'm, I'm actively

looking those up for you. Um, now just to make sure- Cool. ... I have your correct email. Email is going to be jamessmithg56@gmail? Yes, ma'am. Bingo. You got it. Okay. And then phone number is 326-6010? Uh, no, ma'am. 325. 325. Okay. 6010. 6010. All right. Give me just a few seconds, if you will. I'm going to put you on a brief hold while I look those up and I will be right back. Sure. Thank you so much for picking up and taking my call. Because I called, I called a while ago and it said nobody was available to take the call. Then I, then I tried again and then you picked up, so I appreciate that. Yes, sir. Give me just a few seconds. I'll be right back. O- okay. Hello? Yes, sir. I just sent those to your email and I'm also requesting for copies to be mailed to the new address. Oh, great. Fantastic. Yes, sir. That's fantastic. Was there anything else- Okay. ... you might need help with? Well, uh, not right now, but d- but, uh, just to reiterate what you said, um, you said after I get my last paycheck, if, if I leave, leave the company, um, um, I can, I can, I can call and, and make a payment over the phone? Yes. So from your last paycheck, you'll have four weeks where you can make a direct payment with us over the phone. And, and how much would that payment be? It would be the same that you're currently paying, which is \$46.72 a week. Oh, cool. Man, that's, that's good. I, I can afford that. Yes, sir. Grea- great. And, uh, and this is medical insurance and dental? So you got medical, you got dental, vision, short-term disability, term life, critical illness, group accident, behavioral health, and the ID experts. Great. You know, uh, if, if, if, if, if I were to switch jobs, then, you know, maybe I could just keep this insurance instead of gettin'... get- getting one with... g- getting one with a new job. I think I like this better. Okay. Um, just keep in mind, there's only a way to temporarily continue coverage with us, which is up to four weeks. Oh, that'll be temporary. Yes. Now, once... On the fifth week of not receiving a payroll deduction, any plans that are eligible for COBRA, you can continue with COBRA, but the pricing may vary on that, um, which is something you would get... you would have to contact COBRA and see how much it'll cost from there. So, so, so just to be clear, you're saying, um, I, I can only keep this with y'all for, for four weeks if, if I leave the company, leave MAU? Yes. So the only way to cont- to continue the coverage with us would be temporarily, unfortunately. Oh, yeah. You can do so for up to four weeks after your last paycheck, and then on the fifth week, um- You'd have to switch over to COBRA? Yeah, any plans that are eligible for COBRA will go over to COBRA. Okay. Then, hey, you know, there's a... A- and, and I, and, and I, I know where COBRA at, near my house. I can, I can, I can go in there an- and get something set with them then, uh, and tell them what's going on and, and, uh, get something set up so, so I won't lose coverage. Yes, ma'am. That's, that's been a great help. I, I, I, I, you know, thank you so much for everything. Yes, sir. You have a wonderful day. You have a great weekend. Thank you. Bye. Bye now. Thank you. Okay.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center Corps. This is Victoria. How can I help you?

Speaker speaker_1: Hi, there. My name is James Smith and I have, uh, um, I work for MAU, and, uh, and, and I've been there about five or six weeks. So, uh, they said my insurance should be kicked in by now, so, but, but I, I don't know. Have y'all sent me a call? Oh, shit. I'm

sorry.

Speaker speaker_0: You're fine. Uh, let me pull up your file. What's the last four of your Social?

Speaker speaker_1: Uh, uh, hold on. Let, let me try to fix my phone. Let me try. Uh, uh, the last four of my Social is 9016.

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah, and, you know, y'all might be done sent me a card that I, I didn't check my mailbox yet, so...

Speaker speaker_0: Okay. What's, um... Do you mind verifying your address and date of birth?

Speaker speaker_1: It's, uh, 3800 East North Street, Apartment 20, Greenville, South Carolina, 29615. And, uh, my, my date of birth is 12/10/1957.

Speaker speaker_0: Okay. I, it looks like I have a different address. I have 102 Bell Street, Blacksburg, South Carolina.

Speaker speaker_1: No, that's somebody else. That's somebody else. I'm, I'm, I'm James M. Smith. My, my, the last four of my Social Security number is 9016. And I'm, I'm at 3800 East North Street, Apartment 20, Greenville, South Carolina.

Speaker speaker_0: Okay. And what was your date of birth again?

Speaker speaker_1: Uh, 12/10/1957.

Speaker speaker_0: Okay. So, it looks like on... I was looking at the wrong files, but now I got you pulled up and I have 260-

Speaker speaker_1: Cool.

Speaker speaker_0: ... Colton Road.

Speaker speaker_1: Well, I, I, uh, uh, I, I, I told, MAU is supposed to update my address, because I, I told her that, that, that was my old address. It's 3800 East North Street. So they supposed to put it in the system, but I guess they had sent it over before they changed it in their system.

Speaker speaker_0: Yeah. They, they-

Speaker speaker_1: There we go. I'm, I'm at-

Speaker speaker_0: They might have updated you in their systems.

Speaker speaker_1: Oh.

Speaker speaker_0: But, um, yeah, I don't know how that works, but let me change it for you. 3800 East North Street, is that still in Greenville?

Speaker speaker_1: Uh, yes.

Speaker speaker_0: And then what's the zip code?

Speaker speaker_1: 29615. I'm in Apartment 20.

Speaker speaker_0: Apartment 20.

Speaker speaker_1: So, so, i- i- it, it, if, if you guys had, had helped me done something out, then it, it, it, it never would have come to my address.

Speaker speaker_0: Yeah, because we have the old address on file. So I'm gonna update it and then request for copies to be sent out to you, and I can also look up digital copies and email them to you in the meantime.

Speaker speaker_1: Yeah, e- email them to me. And le- le- let, let's ask you one more thing. Say if I was to leave MA-, leave MAU, uh, uh, how long did your insurance last or, or could I, could, could I keep it going? Or, or does it last, last, uh, like 30 days after you leave them, or can, or can you keep it going?

Speaker speaker_0: Um, temporarily, yes. So whenever you get your last paycheck, more than likely, you will see a deduction being made on that last check. So it'll provide coverage for the following week.

Speaker speaker_1: Oh.

Speaker speaker_0: Now, how it works with us is you do have four weeks after your last paycheck to make a direct payment with us over the phone to continue the coverage. So, you would have to call in week by week and make a payment every week. Now on the fifth week-

Speaker speaker_1: Oh, I see this.

Speaker speaker_0: Now on the fifth week of not receiving a payroll deduction, any plans that are eligible for COBRA will roll over to COBRA and that's the only way to continue it from there.

Speaker speaker_1: Okay. So, so, so you could be sending me a group number as soon as I get off the phone? Because I'm at the doctor's office now.

Speaker speaker_0: Yeah. I'm, I'm actively looking those up for you. Um, now just to make sure-

Speaker speaker_1: Cool.

Speaker speaker_0: ... I have your correct email. Email is going to be jamessmithtg56@gmail?

Speaker speaker_1: Yes, ma'am. Bingo. You got it.

Speaker speaker_0: Okay. And then phone number is 326-6010?

Speaker speaker_1: Uh, no, ma'am. 325.

Speaker speaker_0: 325. Okay.

Speaker speaker_1: 6010.

Speaker speaker_0: 6010. All right. Give me just a few seconds, if you will. I'm going to put you on a brief hold while I look those up and I will be right back.

Speaker speaker_1: Sure. Thank you so much for picking up and taking my call. Because I called, I called a while ago and it said nobody was available to take the call. Then I, then I tried again and then you picked up, so I appreciate that.

Speaker speaker_0: Yes, sir. Give me just a few seconds. I'll be right back.

Speaker speaker_1: O- okay. Hello?

Speaker speaker_0: Yes, sir. I just sent those to your email and I'm also requesting for copies to be mailed to the new address.

Speaker speaker_1: Oh, great. Fantastic.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: That's fantastic.

Speaker speaker_0: Was there anything else-

Speaker speaker_1: Okay.

Speaker speaker_0: ... you might need help with?

Speaker speaker_1: Well, uh, not right now, but d- but, uh, just to reiterate what you said, um, you said after I get my last paycheck, if, if I leave, leave the company, um, um, I can, I can, I can call and, and make a payment over the phone?

Speaker speaker_0: Yes. So from your last paycheck, you'll have four weeks where you can make a direct payment with us over the phone.

Speaker speaker_1: And, and how much would that payment be?

Speaker speaker_0: It would be the same that you're currently paying, which is \$46.72 a week.

Speaker speaker_1: Oh, cool. Man, that's, that's good. I, I can afford that.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Grea- great. And, uh, and this is medical insurance and dental?

Speaker speaker_0: So you got medical, you got dental, vision, short-term disability, term life, critical illness, group accident, behavioral health, and the ID experts.

Speaker speaker_1: Great. You know, uh, if, if, if, if, if I were to switch jobs, then, you know, maybe I could just keep this insurance instead of gettin'... get- getting one with... g- getting one with a new job. I think I like this better.

Speaker speaker_0: Okay. Um, just keep in mind, there's only a way to temporarily continue coverage with us, which is up to four weeks.

Speaker speaker_1: Oh, that'll be temporary.

Speaker speaker_0: Yes. Now, once... On the fifth week of not receiving a payroll deduction, any plans that are eligible for COBRA, you can continue with COBRA, but the pricing may vary on that, um, which is something you would get... you would have to contact COBRA and see how much it'll cost from there.

Speaker speaker_1: So, so, so just to be clear, you're saying, um, I, I can only keep this with y'all for, for four weeks if, if I leave the company, leave MAU?

Speaker speaker_0: Yes. So the only way to cont- to continue the coverage with us would be temporarily, unfortunately.

Speaker speaker_1: Oh, yeah.

Speaker speaker_0: You can do so for up to four weeks after your last paycheck, and then on the fifth week, um-

Speaker speaker_1: You'd have to switch over to COBRA?

Speaker speaker_0: Yeah, any plans that are eligible for COBRA will go over to COBRA.

Speaker speaker_1: Okay. Then, hey, you know, there's a... A- and, and I, and, and I, I know where COBRA at, near my house. I can, I can, I can go in there an- and get something set with them then, uh, and tell them what's going on and, and, uh, get something set up so, so I won't lose coverage. Yes, ma'am. That's, that's been a great help. I, I, I, I, you know, thank you so much for everything.

Speaker speaker_0: Yes, sir. You have a wonderful day.

Speaker speaker_1: You have a great weekend. Thank you. Bye. Bye now.

Speaker speaker_0: Thank you. Okay.