

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling the No Fixing Card. My name is Stephanie. How can I assist you? Hello? Hey. How can I help you? Um, yes. Um, I was, I was reapplying to um, to a job site, and- Okay. ... for some reason it won't let me complete my, um, my, uh, b- my insurance thing. Like, I did not... I declined all of the offers, but it still- Mm-hmm. ... would not let me, uh, process because I've already been approved through that carrier before. So they told me that it was, it wasn't right, so I had to call the number. Okay. Um, what's the name of the staffing agency? Ons- OnSt- Uh, OnStar. I mean, not OnStar but um... Um... On- Is it OnTrack? OnTrack. Yes, ma'am. OnTrack is that. And then what are the last four of your Social? 8346. And then your first and last name, please. Stanley McGee. Thank you. For security purposes, um, could you please verify your address and your date of birth for me? 121 Lady Avenue, 1014- Mm-hmm. ... 80- 1986. And then what's the city and the state? Pine Mountain, Georgia. Is, is your phone number still- Shut up. ... the 706-528-7352? Yes, ma'am. And then I have your middle name, L-a-y-e, the number 0 at gmail.com? No, my email is, my email is- Is that today? It's Sincero. Uh-huh. C-e, C-e-n-c-i-r-o l-a-y-e0@gmail.com. Okay. And then you said that you wanted to decline? Yes, ma'am. Okay. So, they don't auto enroll their, um, members into any of the plans and either way, you're like, outside your, um, enrollment period, but they don't enroll their members automatically into anything. So I don't really have to do anything. Okay. So but they said I'm supposed to have a, a, a, a number that I'm supposed to give a verification number that start with 3536 or something like that. It's seven digits number that I have to get to them before I can even be processed. Yeah. We don't... We're just the healthcare administrators. Um, we don't ever give stuff out like that. Huh? So what's the purpose of me calling this number? So they probably thought that you were enrolled or something. I'm not sure why they told you to call, if I'm completely honest. They don't auto enroll their members into any of the plans. Um, and you don't even have coverage for anything either. So I- I'm not... I wouldn't be sure to tell you why, why they told you to call. They don't enroll their members into automatically into any of the plans. Normally, if they have you ... members. But OnTrack isn't one of those companies that does that. So I wouldn't be able to tell you why they told you to call us. I would ask them again. Um... Yeah. I- I- I'm not familiar about any seven-digit number either. So... All right. But you're welcome to call us back if you have any questions. But like I said, you're not gonna be enrolled into any plans 'cause they're one of the agencies that don't do that. All right. Thank you. Mm-hmm. You're welcome.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling the No Fixing Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hello?

Speaker speaker_1: Hey. How can I help you?

Speaker speaker_2: Um, yes. Um, I was, I was reapplying to um, to a job site, and-

Speaker speaker_1: Okay.

Speaker speaker_2: ... for some reason it won't let me complete my, um, my, uh, b- my insurance thing. Like, I did not... I declined all of the offers, but it still-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... would not let me, uh, process because I've already been approved through that carrier before. So they told me that it was, it wasn't right, so I had to call the number.

Speaker speaker_1: Okay. Um, what's the name of the staffing agency?

Speaker speaker_2: Ons- OnSt- Uh, OnStar. I mean, not OnStar but um... Um... On-

Speaker speaker_1: Is it OnTrack?

Speaker speaker_2: OnTrack. Yes, ma'am. OnTrack is that.

Speaker speaker_1: And then what are the last four of your Social?

Speaker speaker_2: 8346.

Speaker speaker_1: And then your first and last name, please.

Speaker speaker_2: Stanley McGee.

Speaker speaker_1: Thank you. For security purposes, um, could you please verify your address and your date of birth for me?

Speaker speaker_2: 121 Lady Avenue, 1014-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... 80- 1986.

Speaker speaker_1: And then what's the city and the state?

Speaker speaker_2: Pine Mountain, Georgia.

Speaker speaker_1: Is, is your phone number still-

Speaker speaker_2: Shut up.

Speaker speaker_1: ... the 706-528-7352?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then I have your middle name, L-a-y-e, the number 0 at gmail.com?

Speaker speaker_2: No, my email is, my email is-

Speaker speaker_1: Is that today?

Speaker speaker_2: It's Sincero.

Speaker speaker_1: Uh-huh.

Speaker speaker_2: C-e, C-e-n-c-i-r-o l-a-y-e0@gmail.com.

Speaker speaker_1: Okay. And then you said that you wanted to decline?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. So, they don't auto enroll their, um, members into any of the plans and either way, you're like, outside your, um, enrollment period, but they don't enroll their members automatically into anything. So I don't really have to do anything.

Speaker speaker_2: Okay. So but they said I'm supposed to have a, a, a, a number that I'm supposed to give a verification number that start with 3536 or something like that. It's seven digits number that I have to get to them before I can even be processed.

Speaker speaker_1: Yeah. We don't... We're just the healthcare administrators. Um, we don't ever give stuff out like that.

Speaker speaker_2: Huh? So what's the purpose of me calling this number?

Speaker speaker_1: So they probably thought that you were enrolled or something. I'm not sure why they told you to call, if I'm completely honest. They don't auto enroll their members into any of the plans. Um, and you don't even have coverage for anything either. So I- I'm not... I wouldn't be sure to tell you why, why they told you to call. They don't enroll their members into automatically into any of the plans. Normally, if they have you ... members. But OnTrack isn't one of those companies that does that. So I wouldn't be able to tell you why they told you to call us. I would ask them again. Um...

Speaker speaker_2: Yeah. I- I-

Speaker speaker_1: I'm not familiar about any seven-digit number either.

Speaker speaker_2: So... All right.

Speaker speaker_1: But you're welcome to call us back if you have any questions. But like I said, you're not gonna be enrolled into any plans 'cause they're one of the agencies that don't do that.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: Mm-hmm. You're welcome.