

## Transcript: Estefania

**Acevedo-4851070578376704-6620251292352512**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yes, Stephanie. I was calling to find out what happens if I miss a week of payments on my benefits? Um, I have to actually look in your file to see if you have missed other weeks. Um, but normally if you just miss one week, you, that just means you won't have coverage for that. Um, however, by the fifth week of no deductions being taken out of your check for five consecutive weeks, that fifth week, if it hits without a deduction being deducted out of your paycheck, the plan does get canceled. So, it probably won't impact me unless I need to collect on something this week? So, if you just missed one week, it won't. So, let's say for this week, for example, if, if you didn't, didn't work last week and this week you don't have coverage and you don't pay it- Good. ... that just means that for this week, you won't have active coverage. Okay. Mm-hmm. But- As lo- as long as they deduct, um, for four, five weeks straight out of your check, then it won't, you'll still have um- It's not gonna impact me? Correct. If it's only- Okay. ... one, two weeks, but let's say you miss, they don't deduct it for five weeks straight. By that fifth week- Yeah. ... if they don't deduct it specifically out of your check, the plan does get canceled. But if you just miss one week, that just means that for whatever week it was, you won't be covered. Okay. Mm-hmm. So, at this point, I don't need to stress about it? No. So, like, if you go to- Okay. ... an appointment, just know that you won't be covered. But yeah. All right. Can I, can I put in a request? Uh, yes. That says just the website to allow us- Um. ... to make payments via the website? Ooh, I don't think we have a way to do that, because I, we're actually the healthcare administrators for different agencies around the nation. So, we don't really have control over the website- Oh. ... unfortunately. You would have to call. Who's control? How do we contact the people that run the Benefits in a Card website then? So, I can send an email to the main office, but like I said, I don't have really- Could you do that for me? Yeah, I can. I mean, would you be against doing that for me? Just so- Yeah, I can. Um, can I get your file though? Mm-hmm. It, it looks like you should be able to do it. Like, it lets me say I want to make a payment. Mm-hmm. And, and then it says, "Well you need to select a week." But it won't select the week on the calendar. Right. Mm. Yeah, that's weird. And so you can't ever, you can't ever make a payment, because you've- Mm-hmm. Like, it, it's wanting you to select the week that you want to make it for, and- But it doesn't let you. ... it won't let me. And it doesn't let me wh- Okay. Oh, no. Well- It didn't really feel correct, you know, to ensure that you can't do it. Oh, I'm so sorry. But yeah, I'll definitely put, um, put that, um, complaint and see if there's anything that they can do regarding that. Like I said, I'm not really sure they can. Yeah. But I can definitely put in that email. Um, can I get in your file, though? 'Cause every time we do speak to a member, we do need to put notations on their file. You know what? That would be all right with me if you didn't need all of the pieces of my personal information to do that. And I'm not willing to do that again. I've done it- Oh, yeah. That's fine. ... twice already

in the last two days, and it's just like a waste of my time. Okay. And it's way too much personal information being given over the phone. Okay. Yeah. I, that's fine. But I'll definitely put in that email. I, I really appreciate it. And if there would be a place where somebody could actually put in a comment or send an email to somebody about stuff like that, I mean, really the only way to contact you guys is by this phone number from any of the- Um, we have hard- ... the documentation I found. I can also give you the main office email. They normally look at this every day. So I can give you our email that where they... Oh, actually, you can also, um, put in that complaint in that email, 'cause like I said, we look at it daily. Yeah. That'd be great. And let me... And then that's gonna be info, which is I-N-F-O, @benefitsinacard.com. They don't even publish that, what, or that email address as an option to contact them on the website, which is really crazy. I know. Okay. Well, that's our main office email. That's where all those emails go. So you're welcome- All right. ... to email them regarding that. I will do that. I appreciate your time and your help, Staf- Stephanie. Thank you so much. You're welcome. Okay. You're welcome. Have a nice day. All right. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Yes, Stephanie. I was calling to find out what happens if I miss a week of payments on my benefits?

Speaker speaker\_0: Um, I have to actually look in your file to see if you have missed other weeks. Um, but normally if you just miss one week, you, that just means you won't have coverage for that. Um, however, by the fifth week of no deductions being taken out of your check for five consecutive weeks, that fifth week, if it hits without a deduction being deducted out of your paycheck, the plan does get canceled.

Speaker speaker\_1: So, it probably won't impact me unless I need to collect on something this week?

Speaker speaker\_0: So, if you just missed one week, it won't. So, let's say for this week, for example, if, if you didn't, didn't work last week and this week you don't have coverage and you don't pay it-

Speaker speaker\_1: Good.

Speaker speaker\_0: ... that just means that for this week, you won't have active coverage.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: But-

Speaker speaker\_0: As lo- as long as they deduct, um, for four, five weeks straight out of your check, then it won't, you'll still have um-

Speaker speaker\_1: It's not gonna impact me?

Speaker speaker\_0: Correct. If it's only-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... one, two weeks, but let's say you miss, they don't deduct it for five weeks straight. By that fifth week-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... if they don't deduct it specifically out of your check, the plan does get canceled. But if you just miss one week, that just means that for whatever week it was, you won't be covered.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: So, at this point, I don't need to stress about it?

Speaker speaker\_0: No. So, like, if you go to-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... an appointment, just know that you won't be covered. But yeah.

Speaker speaker\_1: All right. Can I, can I put in a request?

Speaker speaker\_0: Uh, yes.

Speaker speaker\_1: That says just the website to allow us-

Speaker speaker\_0: Um.

Speaker speaker\_1: ... to make payments via the website?

Speaker speaker\_0: Ooh, I don't think we have a way to do that, because I, we're actually the healthcare administrators for different agencies around the nation. So, we don't really have control over the website-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... unfortunately. You would have to call.

Speaker speaker\_1: Who's control? How do we contact the people that run the Benefits in a Card website then?

Speaker speaker\_0: So, I can send an email to the main office, but like I said, I don't have really-

Speaker speaker\_1: Could you do that for me?

Speaker speaker\_0: Yeah, I can.

Speaker speaker\_1: I mean, would you be against doing that for me? Just so-

Speaker speaker\_0: Yeah, I can. Um, can I get your file though? Mm-hmm.

Speaker speaker\_1: It, it looks like you should be able to do it. Like, it lets me say I want to make a payment.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: And, and then it says, "Well you need to select a week." But it won't select the week on the calendar.

Speaker speaker\_0: Right. Mm. Yeah, that's weird.

Speaker speaker\_1: And so you can't ever, you can't ever make a payment, because you've-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Like, it, it's wanting you to select the week that you want to make it for, and-

Speaker speaker\_0: But it doesn't let you.

Speaker speaker\_1: ... it won't let me. And it doesn't let me wh-

Speaker speaker\_0: Okay. Oh, no. Well-

Speaker speaker\_1: It didn't really feel correct, you know, to ensure that you can't do it.

Speaker speaker\_0: Oh, I'm so sorry. But yeah, I'll definitely put, um, put that, um, complaint and see if there's anything that they can do regarding that. Like I said, I'm not really sure they can.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: But I can definitely put in that email. Um, can I get in your file, though? 'Cause every time we do speak to a member, we do need to put notations on their file.

Speaker speaker\_1: You know what? That would be all right with me if you didn't need all of the pieces of my personal information to do that. And I'm not willing to do that again. I've done it-

Speaker speaker\_0: Oh, yeah. That's fine.

Speaker speaker\_1: ... twice already in the last two days, and it's just like a waste of my time.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And it's way too much personal information being given over the phone.

Speaker speaker\_0: Okay. Yeah. I, that's fine. But I'll definitely put in that email.

Speaker speaker\_1: I, I really appreciate it. And if there would be a place where somebody could actually put in a comment or send an email to somebody about stuff like that, I mean,

really the only way to contact you guys is by this phone number from any of the-

Speaker speaker\_0: Um, we have hard-

Speaker speaker\_1: ... the documentation I found.

Speaker speaker\_0: I can also give you the main office email. They normally look at this every day. So I can give you our email that where they... Oh, actually, you can also, um, put in that complaint in that email, 'cause like I said, we look at it daily.

Speaker speaker\_1: Yeah. That'd be great.

Speaker speaker\_0: And let me... And then that's gonna be info, which is I-N-F-O, @benefitsinacard.com.

Speaker speaker\_1: They don't even publish that, what, or that email address as an option to contact them on the website, which is really crazy.

Speaker speaker\_0: I know. Okay. Well, that's our main office email. That's where all those emails go. So you're welcome-

Speaker speaker\_1: All right.

Speaker speaker\_0: ... to email them regarding that.

Speaker speaker\_1: I will do that. I appreciate your time and your help, Staf- Stephanie. Thank you so much.

Speaker speaker\_0: You're welcome.

Speaker speaker\_1: Okay.

Speaker speaker\_0: You're welcome. Have a nice day.

Speaker speaker\_1: All right. Bye-bye.