

Transcript: Estefania

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Full Transcript

Thank you for calling Medical Senate Card. My name is Stephanie. How can I assist you? Uh, Stephanie, I'm trying to get some paperwork, uh, for disability assistance, 'cause I'm getting ready to do this, uh, surgery for a hernia on next week. I've been calling for about two months and the paperwork was supposed to be sent out or either emailed to me, and it never was. So, who you actually need to speak to is the actual carrier. Um, but let me get in your file to see what plan you have. What was the staffing agency that you're working with? Excuse me? What's the name of the staffing agency that you're currently with? M- MAU. And then what are the last four of your Social? 9657. Okay. And then your first and last name, please?

Gwendolyn James. Okay, for security purposes, can you verify your address and date of birth? PO Box 1245, Hall Hill, South Carolina, 29059. Um, 07/17/1957. Okay, give me one second. Sorry, my system's kinda slow. And you said you're with MAU? Yes, ma'am. Okay. Okay, so I actually don't have... That you don't have any coverage through MAU. Yes, I do. Yeah, I don't see any plans. I see that you declined coverage back in July 24 of 2019. But that's for decline- For disability? Ch- uh, uh, in general, for any type of coverage. It looks like coverage was declined. Let me see when that was. Okay, let's see. I didn't decline anything. I didn't even renew anything and they told me I still had it, so- So you, you never- ... because I was calling. You never had a... The thing is, you never had any coverage, so you can't renew something that you never had. For disability? You didn't have any coverage. For disability? Any coverage whatsoever, short-term disability, general- It was gonna taken outta my check. I don't see any deductions either. What does the deduction say then? 'Cause um, I'm looking in your file and it looks like there's no- I don't have nothing. There's no plan selected. They don't auto-enroll you into anything. So if you don't call in to e- actually enroll into these benefits, um, yeah. They don't even have any type of auto-enrollment and for any other plans. So, you would actually have to call in r- within the first 30 days of you receiving your first check to enroll into coverage or within company open enrollment, which I believe for MAU it's done in December. It is... They did it between December 18- Yeah. It's done in- ... up until December. Wait a minute. Hold, stop right there. Yes? It was done... Oh, gosh. It was done in December. They asked did I wanna change anything, and I didn't change anything. So you trying to tell me since I didn't go in and change anything, uh, it kicked me out? No. Uh, what I'm saying is you never... I... With the file that I'm opening right now, you don't have any coverage. I didn't even have your address, nor date of birth, none of that information. Something's wrong. Um, y- you did say MAU though, right? Well, I'll check with them tomorrow because I don't know what happened. Okay. Um- Yeah, MAU in Charleston, South Carolina. They been kicking me out ever since I was working for 'em. And then I have G-W-E-N-D-O-L-Y-N. Is that your first name? Yes. G-I-W-E-N-D-O-L-Y-N and then last name James. Is that correct? J-A-M-E-S? Yes. And then last four, 9657? Yes. Yeah, I don't see anything. Yes. The last record I have of

you, it says declined enrollment process July 24th of 2019. Um, but before I let you go- So that's lying. Can I... Yes. So it looks like it was coverage decline though. Something is not right. Um, th- before I let you go- I, I didn't decline anything. Can I... Okay. B- before I let you go, c- can I please enter your, like, address and stuff? 'Cause for some reason this file has no address, no phone number. No, no, no. Something's wrong. Something's wrong. You should have a address too. I'll, I'll go by the office and I'll let them handle it because something is not right. 'Cause you're telling me I don't have anything and I know better. I don't know what happened or whatever, but I'm gonna get them because I was trying to get that... my check stub sent to me and it kept... I locked myself out and so the people were supposed to send me something where I could get it but... I'll check it out tomorrow. I'll go to MAU and I'll call you guys back. Thank you. Okay. Um, they are, they're still gonna want a address though, whenever you call. So I don't know if you want me to go ahead and enter that for you. But MAU- I can't. But that's what I'm saying, I don't see why you don't have a address on file. You don't have anything. Yeah, I don't have- You tell me you don't have anything and that's- No. That's not making sense to me. Okay. Yeah, you're welcome to contact them. Okay. Thank you. But I just...

Conversation Format

Speaker speaker_0: Thank you for calling Medical Senate Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Uh, Stephanie, I'm trying to get some paperwork, uh, for disability assistance, 'cause I'm getting ready to do this, uh, surgery for a hernia on next week. I've been calling for about two months and the paperwork was supposed to be sent out or either emailed to me, and it never was.

Speaker speaker_0: So, who you actually need to speak to is the actual carrier. Um, but let me get in your file to see what plan you have. What was the staffing agency that you're working with?

Speaker speaker_1: Excuse me?

Speaker speaker_0: What's the name of the staffing agency that you're currently with?

Speaker speaker_1: M- MAU.

Speaker speaker_0: And then what are the last four of your Social?

Speaker speaker_1: 9657.

Speaker speaker_0: Okay. And then your first and last name, please?

Speaker speaker_1: Gwendolyn James.

Speaker speaker_0: Okay, for security purposes, can you verify your address and date of birth?

Speaker speaker_1: PO Box 1245, Hall Hill, South Carolina, 29059. Um, 07/17/1957.

Speaker speaker_0: Okay, give me one second. Sorry, my system's kinda slow. And you said you're with MAU?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Okay, so I actually don't have... That you don't have any coverage through MAU.

Speaker speaker_1: Yes, I do.

Speaker speaker_0: Yeah, I don't see any plans. I see that you declined coverage back in July 24 of 2019. But that's for decline-

Speaker speaker_1: For disability?

Speaker speaker_0: Ch- uh, uh, in general, for any type of coverage. It looks like coverage was declined. Let me see when that was. Okay, let's see.

Speaker speaker_1: I didn't decline anything. I didn't even renew anything and they told me I still had it, so-

Speaker speaker_0: So you, you never-

Speaker speaker_1: ... because I was calling.

Speaker speaker_0: You never had a... The thing is, you never had any coverage, so you can't renew something that you never had.

Speaker speaker_1: For disability?

Speaker speaker_0: You didn't have any coverage.

Speaker speaker_1: For disability?

Speaker speaker_0: Any coverage whatsoever, short-term disability, general-

Speaker speaker_1: It was gonna taken outta my check.

Speaker speaker_0: I don't see any deductions either. What does the deduction say then? 'Cause um, I'm looking in your file and it looks like there's no-

Speaker speaker_1: I don't have nothing.

Speaker speaker_0: There's no plan selected. They don't auto-enroll you into anything. So if you don't call in to e- actually enroll into these benefits, um, yeah. They don't even have any type of auto-enrollment and for any other plans. So, you would actually have to call in r- within the first 30 days of you receiving your first check to enroll into coverage or within company open enrollment, which I believe for MAU it's done in December. It is... They did it between December 18-

Speaker speaker_1: Yeah. It's done in-

Speaker speaker_0: ... up until December.

Speaker speaker_1: Wait a minute. Hold, stop right there.

Speaker speaker_0: Yes?

Speaker speaker_1: It was done... Oh, gosh. It was done in December. They asked did I wanna change anything, and I didn't change anything. So you trying to tell me since I didn't go in and change anything, uh, it kicked me out?

Speaker speaker_0: No. Uh, what I'm saying is you never... I... With the file that I'm opening right now, you don't have any coverage. I didn't even have your address, nor date of birth, none of that information.

Speaker speaker_1: Something's wrong.

Speaker speaker_0: Um, y- you did say MAU though, right?

Speaker speaker_1: Well, I'll check with them tomorrow because I don't know what happened.

Speaker speaker_0: Okay. Um-

Speaker speaker_1: Yeah, MAU in Charleston, South Carolina. They been kicking me out ever since I was working for 'em.

Speaker speaker_0: And then I have G-W-E-N-D-O-L-Y-N. Is that your first name?

Speaker speaker_1: Yes.

Speaker speaker_0: G-I-W-E-N-D-O-L-Y-N and then last name James. Is that correct? J-A-M-E-S?

Speaker speaker_1: Yes.

Speaker speaker_0: And then last four, 9657?

Speaker speaker_1: Yes.

Speaker speaker_0: Yeah, I don't see anything.

Speaker speaker_1: Yes.

Speaker speaker_0: The last record I have of you, it says declined enrollment process July 24th of 2019. Um, but before I let you go-

Speaker speaker_1: So that's lying.

Speaker speaker_0: Can I... Yes. So it looks like it was coverage decline though.

Speaker speaker_1: Something is not right.

Speaker speaker_0: Um, th- before I let you go-

Speaker speaker_1: I, I didn't decline anything.

Speaker speaker_0: Can I... Okay. B- before I let you go, c- can I please enter your, like, address and stuff? 'Cause for some reason this file has no address, no phone number.

Speaker speaker_1: No, no, no. Something's wrong. Something's wrong. You should have a address too. I'll, I'll go by the office and I'll let them handle it because something is not right. 'Cause you're telling me I don't have anything and I know better. I don't know what happened or whatever, but I'm gonna get them because I was trying to get that... my check stub sent to me and it kept... I locked myself out and so the people were supposed to send me something where I could get it but... I'll check it out tomorrow. I'll go to MAU and I'll call you guys back. Thank you.

Speaker speaker_0: Okay. Um, they are, they're still gonna want a address though, whenever you call. So I don't know if you want me to go ahead and enter that for you. But MAU-

Speaker speaker_1: I can't. But that's what I'm saying, I don't see why you don't have a address on file. You don't have anything.

Speaker speaker_0: Yeah, I don't have-

Speaker speaker_1: You tell me you don't have anything and that's-

Speaker speaker_0: No.

Speaker speaker_1: That's not making sense to me.

Speaker speaker_0: Okay. Yeah, you're welcome to contact them.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: But I just...