

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling ... card . My name is Stephanie. How can I assist you? Hi there, Stephanie. I just got a call probably about an hour ago from Chris, um, regarding insurance information, and that I had declined but was still enrolled. Is it possible to speak with Chris at the moment? Um, I believe he's actually in a call right now, but if you want, I can help you. Sure. Yeah, that would be great. So, um, I'm not sure what my member ID is, but it's Michaela Mills. It's okay. I just need the name of the staffing agency and then the last four of your Social. Um, it's American Staffing Co., and then the last four of my Social is 8112. Okay. And then for security purposes, Ms. Mills, I do need you to verify your address and your date of birth. It's 16737 South 4th East Avenue, Glenpool, Oklahoma 74033. And then my birthday is 8-29-97. Is your phone number 463-7828? Correct. And then I have michaelamills@cos- comcast.net? Yes. Okay, give me one second. Let me see. I had logged on to decline and I declined it, but he said that it didn't go through, and therefore I was enrolled into your guys' insurance plan, but I already have another insurance. Gotcha. Okay, give me one second. Let me review your account real quick. Okay. Okay, so, um, I'm looking at the last note he left, and it looks like, um, they got confirmation from the main office, and it looks like you actually didn't decline it online. It looks like you probably just... demographic information asked for... You just confirmed your, like, information and a declination- Okay. ... was never done. So due to this, they wouldn't be able to cancel the NEC Tela-RS since it's under that IRS regulation. It's... Oh, it's okay. Um, do you have, like, a quality life event within the last 30 days, like a loss of benefit, gotten married, divorced, had a baby, or adopted? Um, I think technically within the last 30 days, I was enrolled in a different insurance plan. So you would have to lose, um, benefit. So loss of benefit, marriage, divorce, had a baby, or adopted. Okay. He said in his, um, voicemail that if I had enrolled in insurance in the last 30 days, that could prove it as well. Okay, give me one second. I would have to confirm with him just to be on the safe side. Um, do you mind- Okay. ... holding for a bit? Yeah, that's fine. Okay. Thank you for your hold, Ms. Mills. Um, do I still have you on the line? We sure do. Okay. So, it looks like you were right. Um, however, I do have to send you a email request and document stating that you did gain benefit within the last 30 days 'cause, um, they do need to investigate, of course. Okay. And then, once they look at that, they'll give you a call to let you know if you can, um, take that MEC TeleRx plan off. But I do have to request documents from you, so I'm gonna go ahead and- Okay. ... email you those documents, and then all you have to do is submit, of course, that evidence, and then the main office reviews it. And once they s- make sure that everything's right and stuff, they'll give you a call to inform you if they were able- Okay. ... to take it off or not. Um, but I'm gonna go ahead and- Okay. So- ... email that to you. Um, while I send you that, can I put you on brief hold, and then I'm gonna come back on the line just to make sure that you did receive

it? Yes. That sounds great. Okay. I'll be right back. Thank you. Okay. Thank you for your hold. I went ahead and emailed you that, um, document request to your email file. Okay. Do you mind verifying that you received it? It should come from an email that says info@benefitsinacard.com. Let me check. Yes, the QLE submission. Yes, ma'am. So, all you have to do is, um, obviously submit those documents stating that you gained benefit within the last 30 days, and then send it over. Okay. And then it'll take probably, like, 24 hours, 24 to 48 hours for them to review it, and then they'll give you a call to, like, let you know. Okay, perfect. Can the enrollment email confirmation that I got from the company, does that count as documentation? I'm not 100% sure, but I would put anything that you have in there. Okay, perfect. Just to make sure, just to be on the safe side. Mm-hmm. Okay. Perfect. Thank you so much. I appreciate it. You're welcome. I hope you have a great day. Thanks. You too. Mm-hmm. Bye. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling ... card . My name is Stephanie. How can I assist you?

Speaker speaker_2: Hi there, Stephanie. I just got a call probably about an hour ago from Chris, um, regarding insurance information, and that I had declined but was still enrolled. Is it possible to speak with Chris at the moment?

Speaker speaker_1: Um, I believe he's actually in a call right now, but if you want, I can help you.

Speaker speaker_2: Sure. Yeah, that would be great. So, um, I'm not sure what my member ID is, but it's Michaela Mills.

Speaker speaker_1: It's okay. I just need the name of the staffing agency and then the last four of your Social.

Speaker speaker_2: Um, it's American Staffing Co., and then the last four of my Social is 8112.

Speaker speaker_1: Okay. And then for security purposes, Ms. Mills, I do need you to verify your address and your date of birth.

Speaker speaker_2: It's 16737 South 4th East Avenue, Glenpool, Oklahoma 74033. And then my birthday is 8-29-97.

Speaker speaker_1: Is your phone number 463-7828?

Speaker speaker_2: Correct.

Speaker speaker_1: And then I have michaelamills@cos- comcast.net?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, give me one second. Let me see.

Speaker speaker_2: I had logged on to decline and I declined it, but he said that it didn't go through, and therefore I was enrolled into your guys' insurance plan, but I already have another insurance.

Speaker speaker_1: Gotcha. Okay, give me one second. Let me review your account real quick.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay, so, um, I'm looking at the last note he left, and it looks like, um, they got confirmation from the main office, and it looks like you actually didn't decline it online. It looks like you probably just... demographic information asked for... You just confirmed your, like, information and a declination-

Speaker speaker_2: Okay.

Speaker speaker_1: ... was never done. So due to this, they wouldn't be able to cancel the NEC Tela-RS since it's under that IRS regulation. It's... Oh, it's okay. Um, do you have, like, a quality life event within the last 30 days, like a loss of benefit, gotten married, divorced, had a baby, or adopted?

Speaker speaker_2: Um, I think technically within the last 30 days, I was enrolled in a different insurance plan.

Speaker speaker_1: So you would have to lose, um, benefit. So loss of benefit, marriage, divorce, had a baby, or adopted.

Speaker speaker_2: Okay. He said in his, um, voicemail that if I had enrolled in insurance in the last 30 days, that could prove it as well.

Speaker speaker_1: Okay, give me one second. I would have to confirm with him just to be on the safe side. Um, do you mind-

Speaker speaker_2: Okay.

Speaker speaker_1: ... holding for a bit?

Speaker speaker_2: Yeah, that's fine.

Speaker speaker_1: Okay. Thank you for your hold, Ms. Mills. Um, do I still have you on the line?

Speaker speaker_2: We sure do.

Speaker speaker_1: Okay. So, it looks like you were right. Um, however, I do have to send you a email request and document stating that you did gain benefit within the last 30 days 'cause, um, they do need to investigate, of course.

Speaker speaker_2: Okay.

Speaker speaker_1: And then, once they look at that, they'll give you a call to let you know if you can, um, take that MEC TeleRx plan off. But I do have to request documents from you, so I'm gonna go ahead and-

Speaker speaker_2: Okay.

Speaker speaker_1: ... email you those documents, and then all you have to do is submit, of course, that evidence, and then the main office reviews it. And once they s- make sure that everything's right and stuff, they'll give you a call to inform you if they were able-

Speaker speaker_2: Okay.

Speaker speaker_1: ... to take it off or not. Um, but I'm gonna go ahead and-

Speaker speaker_2: Okay. So-

Speaker speaker_1: ... email that to you. Um, while I send you that, can I put you on brief hold, and then I'm gonna come back on the line just to make sure that you did receive it?

Speaker speaker_2: Yes. That sounds great.

Speaker speaker_1: Okay. I'll be right back.

Speaker speaker_2: Thank you.

Speaker speaker_1: Okay. Thank you for your hold. I went ahead and emailed you that, um, document request to your email file.

Speaker speaker_2: Okay.

Speaker speaker_1: Do you mind verifying that you received it? It should come from an email that says info@benefitsinacard.com.

Speaker speaker_2: Let me check. Yes, the QLE submission.

Speaker speaker_1: Yes, ma'am. So, all you have to do is, um, obviously submit those documents stating that you gained benefit within the last 30 days, and then send it over.

Speaker speaker_2: Okay.

Speaker speaker_1: And then it'll take probably, like, 24 hours, 24 to 48 hours for them to review it, and then they'll give you a call to, like, let you know.

Speaker speaker_2: Okay, perfect. Can the enrollment email confirmation that I got from the company, does that count as documentation?

Speaker speaker_1: I'm not 100% sure, but I would put anything that you have in there.

Speaker speaker_2: Okay, perfect.

Speaker speaker_1: Just to make sure, just to be on the safe side. Mm-hmm.

Speaker speaker_2: Okay. Perfect. Thank you so much. I appreciate it.

Speaker speaker_1: You're welcome. I hope you have a great day.

Speaker speaker_2: Thanks. You too.

Speaker speaker_1: Mm-hmm. Bye.

Speaker speaker_2: Bye.