

## **Transcript: Estefania**

**Acevedo-5041530827751424-6072013942472704**

### **Full Transcript**

Thank you for calling the prepaid card. My name is Stephanie. How can I assist you? Yes, this is Tina Rowland and I'm trying to find out about my insurance. Okay. What staffing agency do you work for? I work for Focus. Workforce Management. Workforce Mana- Workforce Management. And then what are the last four of your Social? 5643. Okay. You said first name Tina, last name? Rowland. Rowland. Tina Rowland. Okay. For security purposes, can you please verify your address and date of birth? Uh, 505 North Highway 59 in Anderson, Missouri, 64831 and bo- uh, 3/12/1976. Thank you. Is 417-635-9251 your phone number? Yes. I have tinarowland369@gmail.com. Is that up to date? Yes. Okay. Thank you. And then what was the question that you had? I need to find out about my insurance because I'm having surgery, so I need to get that to the surgery place so I can have my surgery done. Okay, so it looks like you have dental, term life and vision. Those are the only three- Dental term life and vision. Hm? Well, if- Um, um, hi. This is Jennifer. I'm her boss. Um, when I pull her up on my end, it's showing that she check- So, I'm sorry, I do need verbal permission from her to give you information. I gave her permission. Okay. I gave her permission to talk to you. Okay. Sorry, um- Mm-hmm. We're showing on our end that she check marked when she got it. Mm-hmm. The plan option for employee only and then- Of her what? ... additional benefits. So it's showing on my end that at the, that she had check marked the, um, let me pull it up again, sorry, my computer, that she accepted the medical and then she got- What did she actually claim? Um, it's the excepted minimum essential coverage, the MEC plan for employee only. And then she also got dental, vision, dental and vision, sorry. Okay. Um, give me one second. I have to look up the documents to open them, because what I see right now- Okay. ... she's been having... Let's see how long she's been having it for. Past enrollments, past enrollments. Uh, I will say that on my end, this was updated on 1/14/25. Okay, because I, I see past enrollment where she had dental, vision and then the VIP Plus. Then give me one second. Let me review her account. All right. Thank you. Mm-hmm. Can't be the worst birthday ever. ... here, or do you need me to- Hey. Hi. Sorry for your long hold. I'm still over going over your account, so I'll be right with you. Just wanna let you know that I'm still here. Okay. You know how long it's gonna take? Um, so were you calling regarding not having a medical plan? Y- Well, see, like I said, I had surgery and my doctor's office called wanting the information and they said when they called you guys, you told them I didn't have it. And so, they can't come and, they can't see me until you guys, uh, tell them that I have it. Okay. Give me one second. Because I have insurance. All right. So you're gonna have surgery or you had surgery? I'm going to have surgery on my eye 'cause I can't see, so I'm having cataract surgery. Yeah. Okay. And it's very important that I get this done. Yeah. So- Mm-hmm. ... we're gonna have to investigate 'cause you don't have any medical plan. You only have the dental, term life and vision. No, I have the medical 'cause it's on- So, I'm gonna have to- ... it's on

here. I have medical, vision and dental, and life insurance 'cause I redid it in January of this year. And it's on this computer right here. Yes, ma'am. So- So I know I have it and I can- Mm-hmm. It's coming out of my paycheck every week. So I need something done 'cause I have got to get this done. This is either me going totally blind or being able to see. Okay. So it looks like you submitted a form back in January 21st, um, making changes into your enrollment, which took out the medical plan that you had. So that left out dental for employee only, term life for employee only and vision for employee only. So the only weekly deduction that you should be seeing in your paycheck is only a \$7.90- Well, I'm on hold 'cause I changed... I didn't make no changes except for the life insurance. I kept my dental and everything in there. Under weekly deductions, what are the deductions that you're seeing? I don't, I don't know. I haven't checked today. I'm- So I would definitely check those deductions 'cause you, I, I'm seeing that you're definitely just getting deducted 7.90 and it's only for those three plans. There's not a fourth plan anywhere. Then why for three days, you need to open these, hit VCR on my medical, 'cause it's on here that I have medical. So, so, unfortunately, you don't have a medical plan. So I would check your pay stubs, 'cause like I said, you're only getting deducted \$7.90 for only three plans. Maybe in your life, if you- I don't have that anywhere, 'cause I'm here saying I have medical. Ma'am, again, you're only being deducted \$7.90 for dental, which is \$3.64. Okay. Term life is \$2.11. But you're not... This is not, this is not, you're not listening. And vision ain't, ain't submitted- It's on this computer where it says I have medic- medical. I'm not, I'm logged into office on my computer. Ma'am, but you made a change. I did not make no change. Okay. So that's why I said that we're gonna have to investigate, 'cause like I said, I'm only seeing three plans. I'm only seeing a deduction of \$7.90. There's no medical plans- You're saying I still don't have medical? Correct. Is there any way for me to... What are you guys are documenting right now? Hang on. Sorry. Is there anyway for me to, like, delete these and start all over and get her- No, ma'am. No, ma'am. Okay, so why is this going to her new address? We can send her a... Okay. That's why I told her that we were gonna have to investigate, 'cause she's saying that- Okay. ... she's seeing that, but we're not seeing that with Delavera. She did make changes. Okay. And that's why that medical plan isn't in there. Um, but if, like I told her, I would check her pay stubs 'cause she's only getting deducted \$7.90. And if she did make those changes, which it shows that she did, that's why she doesn't have that medical plan, it's only getting deducted \$7.90 from her paycheck. Okay, so it's just- For those three selected plans. Okay. But it, we do have- All right, I will look through her pay stubs and we will see what we find on here. Okay. Yeah, that's fine. Thank you. We're open from 8:00 AM up until 8:00 PM Eastern Time, Monday through Friday. All right, thank you. Thank you, have a-

## Conversation Format

Speaker speaker\_0: Thank you for calling the prepaid card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Yes, this is Tina Rowland and I'm trying to find out about my insurance.

Speaker speaker\_0: Okay. What staffing agency do you work for?

Speaker speaker\_1: I work for Focus.

Speaker speaker\_2: Workforce Management.

Speaker speaker\_1: Workforce Mana- Workforce Management.

Speaker speaker\_0: And then what are the last four of your Social?

Speaker speaker\_1: 5643.

Speaker speaker\_0: Okay. You said first name Tina, last name?

Speaker speaker\_1: Rowland.

Speaker speaker\_0: Rowland.

Speaker speaker\_1: Tina Rowland.

Speaker speaker\_0: Okay. For security purposes, can you please verify your address and date of birth?

Speaker speaker\_1: Uh, 505 North Highway 59 in Anderson, Missouri, 64831 and bo- uh, 3/12/1976.

Speaker speaker\_0: Thank you. Is 417-635-9251 your phone number?

Speaker speaker\_1: Yes.

Speaker speaker\_0: I have tinarowland369@gmail.com. Is that up to date?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Thank you. And then what was the question that you had?

Speaker speaker\_1: I need to find out about my insurance because I'm having surgery, so I need to get that to the surgery place so I can have my surgery done.

Speaker speaker\_0: Okay, so it looks like you have dental, term life and vision. Those are the only three-

Speaker speaker\_1: Dental term life and vision.

Speaker speaker\_0: Hm? Well, if-

Speaker speaker\_2: Um, um, hi. This is Jennifer. I'm her boss. Um, when I pull her up on my end, it's showing that she check-

Speaker speaker\_0: So, I'm sorry, I do need verbal permission from her to give you information.

Speaker speaker\_1: I gave her permission.

Speaker speaker\_2: Okay.

Speaker speaker\_1: I gave her permission to talk to you.

Speaker speaker\_0: Okay.

Speaker speaker\_2: Sorry, um-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_2: We're showing on our end that she check marked when she got it.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_2: The plan option for employee only and then-

Speaker speaker\_0: Of her what?

Speaker speaker\_2: ... additional benefits. So it's showing on my end that at the, that she had check marked the, um, let me pull it up again, sorry, my computer, that she accepted the medical and then she got-

Speaker speaker\_0: What did she actually claim?

Speaker speaker\_2: Um, it's the excepted minimum essential coverage, the MEC plan for employee only. And then she also got dental, vision, dental and vision, sorry.

Speaker speaker\_0: Okay. Um, give me one second. I have to look up the documents to open them, because what I see right now-

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... she's been having... Let's see how long she's been having it for. Past enrollments, past enrollments.

Speaker speaker\_2: Uh, I will say that on my end, this was updated on 1/14/25.

Speaker speaker\_0: Okay, because I, I see past enrollment where she had dental, vision and then the VIP Plus. Then give me one second. Let me review her account.

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Can't be the worst birthday ever.

Speaker speaker\_3: ... here, or do you need me to-

Speaker speaker\_0: Hey.

Speaker speaker\_1: Hi.

Speaker speaker\_0: Sorry for your long hold. I'm still over going over your account, so I'll be right with you. Just wanna let you know that I'm still here.

Speaker speaker\_1: Okay. You know how long it's gonna take?

Speaker speaker\_0: Um, so were you calling regarding not having a medical plan?

Speaker speaker\_1: Y- Well, see, like I said, I had surgery and my doctor's office called wanting the information and they said when they called you guys, you told them I didn't have it. And so, they can't come and, they can't see me until you guys, uh, tell them that I have it.

Speaker speaker\_0: Okay. Give me one second.

Speaker speaker\_1: Because I have insurance.

Speaker speaker\_0: All right. So you're gonna have surgery or you had surgery?

Speaker speaker\_1: I'm going to have surgery on my eye 'cause I can't see, so I'm having cataract surgery.

Speaker speaker\_0: Yeah. Okay.

Speaker speaker\_1: And it's very important that I get this done.

Speaker speaker\_0: Yeah. So-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... we're gonna have to investigate 'cause you don't have any medical plan. You only have the dental, term life and vision.

Speaker speaker\_1: No, I have the medical 'cause it's on-

Speaker speaker\_0: So, I'm gonna have to-

Speaker speaker\_1: ... it's on here. I have medical, vision and dental, and life insurance 'cause I redid it in January of this year. And it's on this computer right here.

Speaker speaker\_0: Yes, ma'am. So-

Speaker speaker\_1: So I know I have it and I can-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: It's coming out of my paycheck every week. So I need something done 'cause I have got to get this done. This is either me going totally blind or being able to see.

Speaker speaker\_0: Okay. So it looks like you submitted a form back in January 21st, um, making changes into your enrollment, which took out the medical plan that you had. So that left out dental for employee only, term life for employee only and vision for employee only. So the only weekly deduction that you should be seeing in your paycheck is only a \$7.90-

Speaker speaker\_1: Well, I'm on hold 'cause I changed... I didn't make no changes except for the life insurance. I kept my dental and everything in there.

Speaker speaker\_0: Under weekly deductions, what are the deductions that you're seeing?

Speaker speaker\_1: I don't, I don't know. I haven't checked today. I'm-

Speaker speaker\_0: So I would definitely check those deductions 'cause you, I, I'm seeing that you're definitely just getting deducted 7.90 and it's only for those three plans. There's not

a fourth plan anywhere.

Speaker speaker\_1: Then why for three days, you need to open these, hit VCR on my medical, 'cause it's on here that I have medical.

Speaker speaker\_0: So, so, unfortunately, you don't have a medical plan. So I would check your pay stubs, 'cause like I said, you're only getting deducted \$7.90 for only three plans. Maybe in your life, if you-

Speaker speaker\_1: I don't have that anywhere, 'cause I'm here saying I have medical.

Speaker speaker\_0: Ma'am, again, you're only being deducted \$7.90 for dental, which is \$3.64.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Term life is \$2.11.

Speaker speaker\_1: But you're not... This is not, this is not, you're not listening.

Speaker speaker\_0: And vision ain't, ain't submitted-

Speaker speaker\_1: It's on this computer where it says I have medic- medical. I'm not, I'm logged into office on my computer.

Speaker speaker\_0: Ma'am, but you made a change.

Speaker speaker\_1: I did not make no change.

Speaker speaker\_0: Okay. So that's why I said that we're gonna have to investigate, 'cause like I said, I'm only seeing three plans. I'm only seeing a deduction of \$7.90. There's no medical plans-

Speaker speaker\_1: You're saying I still don't have medical?

Speaker speaker\_0: Correct.

Speaker speaker\_4: Is there any way for me to...

Speaker speaker\_2: What are you guys are documenting right now?

Speaker speaker\_4: Hang on.

Speaker speaker\_1: Sorry.

Speaker speaker\_2: Is there anyway for me to, like, delete these and start all over and get her-

Speaker speaker\_0: No, ma'am. No, ma'am.

Speaker speaker\_2: Okay, so why is this going to her new address?

Speaker speaker\_0: We can send her a... Okay. That's why I told her that we were gonna have to investigate, 'cause she's saying that-

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... she's seeing that, but we're not seeing that with Delavera. She did make changes.

Speaker speaker\_4: Okay.

Speaker speaker\_0: And that's why that medical plan isn't in there. Um, but if, like I told her, I would check her pay stubs 'cause she's only getting deducted \$7.90. And if she did make those changes, which it shows that she did, that's why she doesn't have that medical plan, it's only getting deducted \$7.90 from her paycheck.

Speaker speaker\_4: Okay, so it's just-

Speaker speaker\_0: For those three selected plans.

Speaker speaker\_1: Okay.

Speaker speaker\_0: But it, we do have-

Speaker speaker\_4: All right, I will look through her pay stubs and we will see what we find on here.

Speaker speaker\_0: Okay. Yeah, that's fine.

Speaker speaker\_4: Thank you.

Speaker speaker\_0: We're open from 8:00 AM up until 8:00 PM Eastern Time, Monday through Friday.

Speaker speaker\_4: All right, thank you.

Speaker speaker\_0: Thank you, have a-