

Transcript: Estefania

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Full Transcript

Hello? Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi. So, I had health insurance, but now it says my account is disabled. Do you... Is there a reason why? Um, I have to check in your file. Uh, since we do administrate different agencies, I need the name of your staffing agency and the last four of your Social Security. Uh, Joharity Staffing. I'm sorry, did you say "Dorothy Staffing"? Yeah, Joharity. Okay. Joharity. And then, I just need the last four of your Social. 5466. 5466, thank you. Is it Nees? Ness. Ness, okay. Um, and then for security purposes, can you please verify your address that we have on file, as well as your date of birth? Um, the email address should be adrian.ness@outlook.com, and my date of birth is February 28, 1999. Um, sorry, what's your home address? I'm s- Oh, uh, sorry. 847 2nd Street Northwest, uh, Wadena, Minnesota, Apartment A201. Thank you. And then, 218-255-3704 is your phone number? Yes. Okay. I have your first name, last name@outlook.com. Is that up-to-date? Correct. All right. Let's see. So, you are currently active still. The only... Well, you're enrolled still. The only week that, right now, that you don't have active coverage is for this week. Um, we haven't received a deduction from your staffing agency. That's why you're currently in the red. I... Is there a way you can get me out of the... so I can get coverage this week? 'Cause I need to go into... to the doctor's. I have an abscessed tooth I need to get taken care of ASAP. So, you can make a direct payment. I... I can't afford. So, there's no way I can get you out of the red if we don't receive a deduction. I don't have a way to do that. Can I- You would have to be active for, um, that visit to be covered. All right. Hey. Thank you. Okay. Yes, you're welcome.

Conversation Format

Speaker speaker_0: Hello?

Speaker speaker_1: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_0: Hi. So, I had health insurance, but now it says my account is disabled. Do you... Is there a reason why?

Speaker speaker_1: Um, I have to check in your file. Uh, since we do administrate different agencies, I need the name of your staffing agency and the last four of your Social Security.

Speaker speaker_0: Uh, Joharity Staffing.

Speaker speaker_1: I'm sorry, did you say "Dorothy Staffing"?

Speaker speaker_0: Yeah, Joharity.

Speaker speaker_1: Okay.

Speaker speaker_0: Joharity.

Speaker speaker_1: And then, I just need the last four of your Social.

Speaker speaker_0: 5466.

Speaker speaker_1: 5466, thank you. Is it Nees?

Speaker speaker_0: Ness.

Speaker speaker_1: Ness, okay. Um, and then for security purposes, can you please verify your address that we have on file, as well as your date of birth?

Speaker speaker_0: Um, the email address should be adrian.ness@outlook.com, and my date of birth is February 28, 1999.

Speaker speaker_1: Um, sorry, what's your home address? I'm s-

Speaker speaker_0: Oh, uh, sorry. 847 2nd Street Northwest, uh, Wadena, Minnesota, Apartment A201.

Speaker speaker_1: Thank you. And then, 218-255-3704 is your phone number?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. I have your first name, last name@outlook.com. Is that up-to-date?

Speaker speaker_0: Correct.

Speaker speaker_1: All right. Let's see. So, you are currently active still. The only... Well, you're enrolled still. The only week that, right now, that you don't have active coverage is for this week. Um, we haven't received a deduction from your staffing agency. That's why you're currently in the red.

Speaker speaker_0: I... Is there a way you can get me out of the... so I can get coverage this week? 'Cause I need to go into... to the doctor's. I have an abscessed tooth I need to get taken care of ASAP.

Speaker speaker_1: So, you can make a direct payment.

Speaker speaker_0: I... I can't afford.

Speaker speaker_1: So, there's no way I can get you out of the red if we don't receive a deduction. I don't have a way to do that.

Speaker speaker_0: Can I-

Speaker speaker_1: You would have to be active for, um, that visit to be covered.

Speaker speaker_0: All right. Hey. Thank you.

Speaker speaker_1: Okay. Yes, you're welcome.