

Transcript: Estefania

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Full Transcript

Hi, this is Amy. Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits in a Card on behalf of Clinical Staffing Resources. Yeah, this is Amy. I'm looking to speak with Amy. Um, hey, Amy. So I finally got back, um, the main office. They did answer my email. Um... Okay. So I did get informed that I can cancel your coverage 'cause it looks like they have been communicating with your staffing agency. Um, however, so I was able to cancel it and... Okay. But they did inform me that we wouldn't be able to do a reimbursement 'cause it looks like the main office did communicate with your staffing agency letting them know that you would have to call to cancel it, which I already did that. Um, but we wouldn't be able to do a refund due to the fact that they do participate in auto-enrollment. Okay. Can you call them right after you get off the phone with me please and tell them that it's their responsibility to reimburse me? So I wouldn't be able to do that. Um, I would have to email the main office to see if they can reach out to them. But give me one second. Let me do that right now. 'Cause somebody has to give me the money back. So it looks like your company... Um, 'cause you mentioned that you're under your husband's insurance, right? Yes, and I sent a picture of the card. So... Correct. So they did send that to us and then when the main office received that, they told, um, Clinical Staffing Resources that we needed, we needed to hear from you personally to cancel the benefit. Due to the timing of when we received the quality-of-life event, she would, you would have been charged for this week's benefits. If you still get deductions for next week, they will refund you. Um, but for the past deductions, we wouldn't be able to do anything about that. Um- Okay. Well, I didn't use your insurance. I wasn't, um, even privy to the fact that I was, um, enrolled in it. So what do you guys do? What have you done in the past when this has happened? So in the past when this has happened, unfortunately, like I said, we don't do reimbursements because one- Okay, so who does the reimbursements? Nobody 'cause once you're automatic- Okay. That's not right. There's a possibility. I mean, I'm not, not getting hundreds of dollars back for no reason. So the way, the way of the auto-enrollment works is they give you 30 days from the day that you receive your first check to opt out. I don't, I know. I've, I was told all this so you don't need to tell me anything else again. I know I'm educated on everything that you're going to tell me. What I need you to do is get permission to call my staffing company and tell them that it is their responsibility to pay me back. Because if you're not going to do it and it's not your responsibility, it is their responsibility. So I need you to do that. So I can send an email out but like I said, I don't, I don't know that- You can send, you can send an email out to who, if possible? Send an email to who? So I may now reach out regarding to our main office. Like I said, I can send that email out but I can't... I don't know. Like I s- like I said, I can't guarantee that you're going to get a refund from them 'cause refunds, on our end we don't do that. I don't know how Clinical Staff Resources takes it from there, but I can send, um, our main office let-

notifying them that nobody told you anything about the auto-enrollment. But unfortunately, that is out of our hands if your staffing agency refunds you or not. So can you just send that email, please? Yes, ma'am. Okay. Go ahead. And then I just wanted to let... Mm-hmm. Go ahead. And, and then I was gonna tell you that the cancellations do take seven to ten business days to process. So if you do experience another refund, um, sorry, if you do experience another deduction for next week, you are gonna call us back and they will refund you that deduction 'cause I am seeing that email right now of them notifying. So if I get deducted this Friday, I get that money back from your company? She does it in... So if you do see a deduction for next week, you will have a refund from us. Not next week. This week. This Friday. No. Uh, uh, I'm seeing it saying next week. Since I just canceled it right now. So if you see a deduction next week- Why can't you just put it right now when I'm on the phone with you? I'm not sure, ma'am. Like... I'm talking to you right now. Like I said, this is coming from the main office. I'm telling you I don't want this. So why are you doing this? And I understand that, but the cancellation process does take seven to ten business days, and, and unfortunately today's Thursday. So most likely you aren't- Okay. Well, can you tell them- ... going to see a... I can tell them, but I... Okay, tell them I'm calling to tell the clinical staffing company that because it's not your responsibility to pay me back, it's their responsibility to pay me back. Okay. Okay? That's all I need. So I have to email this to the main office and then they reach out to Clinical Staff. Okay. Um... Okay, thanks. Bye.

Conversation Format

Speaker speaker_0: Hi, this is Amy.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_0: Hey, good afternoon. I'm calling from Benefits in a Card on behalf of Clinical Staffing Resources.

Speaker speaker_2: Yeah, this is Amy.

Speaker speaker_0: I'm looking to speak with Amy. Um, hey, Amy. So I finally got back, um, the main office. They did answer my email. Um...

Speaker speaker_2: Okay.

Speaker speaker_0: So I did get informed that I can cancel your coverage 'cause it looks like they have been communicating with your staffing agency. Um, however, so I was able to cancel it and...

Speaker speaker_2: Okay.

Speaker speaker_0: But they did inform me that we wouldn't be able to do a reimbursement 'cause it looks like the main office did communicate with your staffing agency letting them know that you would have to call to cancel it, which I already did that. Um, but we wouldn't be able to do a refund due to the fact that they do participate in auto-enrollment.

Speaker speaker_2: Okay. Can you call them right after you get off the phone with me please and tell them that it's their responsibility to reimburse me?

Speaker speaker_0: So I wouldn't be able to do that. Um, I would have to email the main office to see if they can reach out to them. But give me one second. Let me do that right now.

Speaker speaker_2: 'Cause somebody has to give me the money back.

Speaker speaker_0: So it looks like your company... Um, 'cause you mentioned that you're under your husband's insurance, right?

Speaker speaker_2: Yes, and I sent a picture of the card.

Speaker speaker_0: So... Correct. So they did send that to us and then when the main office received that, they told, um, Clinical Staffing Resources that we needed, we needed to hear from you personally to cancel the benefit. Due to the timing of when we received the quality-of-life event, she would, you would have been charged for this week's benefits. If you still get deductions for next week, they will refund you. Um, but for the past deductions, we wouldn't be able to do anything about that. Um-

Speaker speaker_2: Okay. Well, I didn't use your insurance. I wasn't, um, even privy to the fact that I was, um, enrolled in it. So what do you guys do? What have you done in the past when this has happened?

Speaker speaker_0: So in the past when this has happened, unfortunately, like I said, we don't do reimbursements because one-

Speaker speaker_2: Okay, so who does the reimbursements?

Speaker speaker_0: Nobody 'cause once you're automatic-

Speaker speaker_2: Okay. That's not right. There's a possibility. I mean, I'm not, not getting hundreds of dollars back for no reason.

Speaker speaker_0: So the way, the way of the auto-enrollment works is they give you 30 days from the day that you receive your first check to opt out.

Speaker speaker_2: I don't, I know. I've, I was told all this so you don't need to tell me anything else again. I know I'm educated on everything that you're going to tell me. What I need you to do is get permission to call my staffing company and tell them that it is their responsibility to pay me back. Because if you're not going to do it and it's not your responsibility, it is their responsibility. So I need you to do that.

Speaker speaker_0: So I can send an email out but like I said, I don't, I don't know that-

Speaker speaker_2: You can send, you can send an email out to who, if possible? Send an email to who?

Speaker speaker_0: So I may now reach out regarding to our main office. Like I said, I can send that email out but I can't... I don't know. Like I s- like I said, I can't guarantee that you're going to get a refund from them 'cause refunds, on our end we don't do that. I don't know how

Clinical Staff Resources takes it from there, but I can send, um, our main office let- notifying them that nobody told you anything about the auto-enrollment. But unfortunately, that is out of our hands if your staffing agency refunds you or not.

Speaker speaker_2: So can you just send that email, please?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_2: Okay. Go ahead.

Speaker speaker_0: And then I just wanted to let... Mm-hmm.

Speaker speaker_2: Go ahead.

Speaker speaker_0: And, and then I was gonna tell you that the cancellations do take seven to ten business days to process. So if you do experience another refund, um, sorry, if you do experience another deduction for next week, you are gonna call us back and they will refund you that deduction 'cause I am seeing that email right now of them notifying.

Speaker speaker_2: So if I get deducted this Friday, I get that money back from your company?

Speaker speaker_0: She does it in... So if you do see a deduction for next week, you will have a refund from us.

Speaker speaker_2: Not next week. This week. This Friday.

Speaker speaker_0: No. Uh, uh, I'm seeing it saying next week. Since I just canceled it right now. So if you see a deduction next week-

Speaker speaker_2: Why can't you just put it right now when I'm on the phone with you?

Speaker speaker_0: I'm not sure, ma'am. Like...

Speaker speaker_2: I'm talking to you right now.

Speaker speaker_0: Like I said, this is coming from the main office.

Speaker speaker_2: I'm telling you I don't want this. So why are you doing this?

Speaker speaker_0: And I understand that, but the cancellation process does take seven to ten business days, and, and unfortunately today's Thursday. So most likely you aren't-

Speaker speaker_2: Okay. Well, can you tell them-

Speaker speaker_0: ... going to see a... I can tell them, but I...

Speaker speaker_2: Okay, tell them I'm calling to tell the clinical staffing company that because it's not your responsibility to pay me back, it's their responsibility to pay me back.

Speaker speaker_0: Okay.

Speaker speaker_2: Okay? That's all I need.

Speaker speaker_0: So I have to email this to the main office and then they reach out to Clinical Staff.

Speaker speaker_2: Okay.

Speaker speaker_0: Um...

Speaker speaker_2: Okay, thanks. Bye.