

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Oh. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. I just got off the phone with somebody. Um, I was wondering, um, I signed up for insurance back in October. Mm-hmm. Um, have you guys ever run into an, a circumstance, um, prior to this, or a circumstance where you can retrograde, or retroactive my insurance back to my start date, since it was sent to you back in October, um, for an emergency situation? Like what, when my, once my, um- Yeah, so you- ... gets my enrollment. So, you're really only allowed to enroll within two periods, the first one being your personal within the first 30 days of receiving your first check, or- Right. ... within the comp- company open enrollment. Correct. Um, I have an email that was sent to you, if you wanna look in my file, once I, once I'm verified. Um, I have an email back in October sent to you with my enrollment form to the en- to the, um, what is it? The faxing at Benefits in a Card email. Um, and for some reason, you guys never received it. It was sent by two different people, and I'm in an emergency situation and I'm just wondering my options. And if I go in now to the urgent care and pay, and then they send me a bill, would it be covered since I was supposed to be covered in October? Um- Okay, so- The last agency I spoke with said- I- ... I have to wait 10- I- ... almost two weeks. So, I have to look into your file, um- Okay. ... to give you any information. Okay. Um, what's the agency that you work for, the staffing agency? BGSF. Okay, and then what are the last four of your social? 2257. Thank you. And then your first name and last name, please. Lisa Bauer. Okay, thank you. For security purposes, could you please verify your address as well as your date of birth? 7-25-90, 945 Ogden Street, Denver, Colorado, 80218. And then what was that date of birth? 7-25-90. Okay, thank you. Is your phone number still 720-400-3114? Correct. Okay. And then I have lisb25@hotmail.com. Is that still up to date? Correct. Okay. If you could give me a brief moment while I go over your file. Okay. Thank you. Mm-kay. Oh! Oh my god, oh my god! Ugh. Ugh. I went to the bathroom, and now I can't even sit. Hey, love. Love? Come on. Hey. Wait for me. Wait for me. Come here. Hello? 11:00 AM. Of those fucking tamales? Um, is, there's no mashed potatoes and gravy yet? Okay. Thank you. Ah. Starving. Is it? . Oh. Oh my god. Hello? Okay. Thank you for your hold, Ms. Lisa. I went ahead- Yeah. ... um, gathered some information. So, it looks like DG in our main office is currently working on your situation, um, so- Okay. ... we're trying to get an estimate as quickly as we can. As soon as we get some type of information, it looks like, um, somebody will be reaching out to you. So they have been informed. I just, um, I literally like cracked, like broke, like I cracked a rib. Um, so, I just like, I'm in excruciating pain. And so, I just don't know what to do, and if I'm gonna have to wait two weeks and, um, I just, I don't know if there's like a virtual card, or like, do you know my best- No. ... like options? Like, because it was supposed to be done two months ago. Oh, I'm sorry. The, so unfortunately, right now we are working on it. And like I said, we're gonna try to

process it as fast as we can, but our main office is currently working on it. Okay. Um, but we will be reaching out to you as soon as we have some information. Do you think that will be today or tomorrow, or- I wouldn't, I wouldn't be able to tell you, um, but I'm pretty sure it will be probably within this week, but I'm not 100% sure. But I did get informed that our main office in BG is currently working on- Okay. ... on your case. I'm only like... Obviously, I'm pressing it 'cause of my injury, but I'm also going on, like, a flight, um, so I don't even know if I can fly tomorrow. Um, I just don't know what to do, like, as far as going in, um, and, like, signing up for Medicaid or if they just bill me and, like, I pay a small co-pay and then they pay me back once my insurance is, um... So that information, I wouldn't be able to, um, really give to you. Okay. Just because our main office is, at the moment, working on it. But I'm pretty sure- Okay. ... they will reach out pretty soon. Okay. Awesome. 'Cause I appreciate- Yes, ma'am. You're welcome. ... you helping me through it so much. Yes, ma'am. So they are currently aware, and they are working on it 'cause as soon as- Okay. ... you called, I believe they were aware about it already and working on your case. Okay. Perfect. Um, so you will be receiving a call back. Is that a good phone number, the 720-400-3114? So whenever they have some information, is that a good number to reach you? Yeah. That's it. Okay. All right. Thank you. Well, I hope you feel s- better, um, but we will be reaching back, okay? As soon as we know- Thank you so much. ... and have some information for you. You're welcome. I hope you have a great day. You too. Bye. Bye.

Conversation Format

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

Speaker speaker_1: Oh.

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, Stephanie. I just got off the phone with somebody. Um, I was wondering, um, I signed up for insurance back in October.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Um, have you guys ever run into an, a circumstance, um, prior to this, or a circumstance where you can retrograde, or retroactive my insurance back to my start date, since it was sent to you back in October, um, for an emergency situation? Like what, when my, once my, um-

Speaker speaker_0: Yeah, so you-

Speaker speaker_1: ... gets my enrollment.

Speaker speaker_0: So, you're really only allowed to enroll within two periods, the first one being your personal within the first 30 days of receiving your first check, or-

Speaker speaker_1: Right.

Speaker speaker_0: ... within the comp- company open enrollment.

Speaker speaker_1: Correct. Um, I have an email that was sent to you, if you wanna look in my file, once I, once I'm verified. Um, I have an email back in October sent to you with my enrollment form to the en- to the, um, what is it? The faxing at Benefits in a Card email. Um, and for some reason, you guys never received it. It was sent by two different people, and I'm in an emergency situation and I'm just wondering my options. And if I go in now to the urgent care and pay, and then they send me a bill, would it be covered since I was supposed to be covered in October? Um-

Speaker speaker_0: Okay, so-

Speaker speaker_1: The last agency I spoke with said-

Speaker speaker_0: I-

Speaker speaker_1: ... I have to wait 10-

Speaker speaker_0: I-

Speaker speaker_1: ... almost two weeks.

Speaker speaker_0: So, I have to look into your file, um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... to give you any information.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, what's the agency that you work for, the staffing agency?

Speaker speaker_1: BGSF.

Speaker speaker_0: Okay, and then what are the last four of your social?

Speaker speaker_1: 2257.

Speaker speaker_0: Thank you. And then your first name and last name, please.

Speaker speaker_1: Lisa Bauer.

Speaker speaker_0: Okay, thank you. For security purposes, could you please verify your address as well as your date of birth?

Speaker speaker_1: 7-25-90, 945 Ogden Street, Denver, Colorado, 80218.

Speaker speaker_0: And then what was that date of birth?

Speaker speaker_1: 7-25-90.

Speaker speaker_0: Okay, thank you. Is your phone number still 720-400-3114?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. And then I have lisb25@hotmail.com. Is that still up to date?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. If you could give me a brief moment while I go over your file.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Mm-kay.

Speaker speaker_1: Oh! Oh my god, oh my god! Ugh. Ugh.

Speaker speaker_2: I went to the bathroom, and now I can't even sit. Hey, love. Love? Come on. Hey. Wait for me. Wait for me. Come here. Hello? 11:00 AM. Of those fucking tamales? Um, is, there's no mashed potatoes and gravy yet? Okay. Thank you. Ah. Starving. Is it? . Oh. Oh my god. Hello?

Speaker speaker_0: Okay. Thank you for your hold, Ms. Lisa. I went ahead-

Speaker speaker_2: Yeah.

Speaker speaker_0: ... um, gathered some information. So, it looks like DG in our main office is currently working on your situation, um, so-

Speaker speaker_2: Okay.

Speaker speaker_0: ... we're trying to get an estimate as quickly as we can. As soon as we get some type of information, it looks like, um, somebody will be reaching out to you. So they have been informed.

Speaker speaker_2: I just, um, I literally like cracked, like broke, like I cracked a rib. Um, so, I just like, I'm in excruciating pain. And so, I just don't know what to do, and if I'm gonna have to wait two weeks and, um, I just, I don't know if there's like a virtual card, or like, do you know my best-

Speaker speaker_0: No.

Speaker speaker_2: ... like options? Like, because it was supposed to be done two months ago. Oh, I'm sorry. The, so unfortunately, right now we are working on it. And like I said, we're gonna try to process it as fast as we can, but our main office is currently working on it.

Speaker speaker_3: Okay.

Speaker speaker_0: Um, but we will be reaching out to you as soon as we have some information.

Speaker speaker_3: Do you think that will be today or tomorrow, or-

Speaker speaker_0: I wouldn't, I wouldn't be able to tell you, um, but I'm pretty sure it will be probably within this week, but I'm not 100% sure. But I did get informed that our main office in BG is currently working on-

Speaker speaker_3: Okay.

Speaker speaker_0: ... on your case.

Speaker speaker_3: I'm only like... Obviously, I'm pressing it 'cause of my injury, but I'm also going on, like, a flight, um, so I don't even know if I can fly tomorrow. Um, I just don't know what to do, like, as far as going in, um, and, like, signing up for Medicaid or if they just bill me and, like, I pay a small co-pay and then they pay me back once my insurance is, um...

Speaker speaker_0: So that information, I wouldn't be able to, um, really give to you.

Speaker speaker_3: Okay.

Speaker speaker_0: Just because our main office is, at the moment, working on it. But I'm pretty sure-

Speaker speaker_3: Okay.

Speaker speaker_0: ... they will reach out pretty soon.

Speaker speaker_3: Okay. Awesome. 'Cause I appreciate-

Speaker speaker_0: Yes, ma'am. You're welcome.

Speaker speaker_3: ... you helping me through it so much.

Speaker speaker_0: Yes, ma'am. So they are currently aware, and they are working on it 'cause as soon as-

Speaker speaker_3: Okay.

Speaker speaker_0: ... you called, I believe they were aware about it already and working on your case.

Speaker speaker_3: Okay. Perfect.

Speaker speaker_0: Um, so you will be receiving a call back. Is that a good phone number, the 720-400-3114? So whenever they have some information, is that a good number to reach you?

Speaker speaker_3: Yeah. That's it.

Speaker speaker_0: Okay. All right.

Speaker speaker_3: Thank you.

Speaker speaker_0: Well, I hope you feel s- better, um, but we will be reaching back, okay? As soon as we know-

Speaker speaker_3: Thank you so much.

Speaker speaker_0: ... and have some information for you. You're welcome. I hope you have a great day.

Speaker speaker_3: You too. Bye.

Speaker speaker_0: Bye.