

Transcript: Estefania

Acevedo-6054587265105920-5426900947353600

Full Transcript

Hey, we're trying to call doc. Don't worry. Hey, good afternoon. Thank you for calling B-Benefits Center Card. My name is Stephanie. How can I assist you? Yeah. Jessie, I just got a call from this number. Okay. Um, it probably has to do regarding your enrollment form. What staffing agency do you work for? I do work for a staffing agency. And this isn't- You, you- ... the staffing agency, it's for Medicare. It's, it's done with Medicare. I- Okay. My husband has Medicare. So what, what has- So that is not staffing. Okay. Then I wouldn't know what it's regarding to, because we're the healthcare administrators for staffing agencies. Not for medica- All right. Well, well, I don't know why you called me then. So if- I, I don't, I have no idea why you called me. Yeah. So that's why I was asking you which staffing agency you work for, 'cause we do have different representatives. And it wasn't exactly myself I called. Okay. Well, I, I don't, I don't work for one and I don't know why somebody called me. But, um... Okay. Then I would just, just regard the call. Are you with, are you with FreeRx? Yes. We are. Okay. Well, that wasn't... There was supposed to be someone from Medicare supposed to call me, because my husband couldn't get his... Because they, they told me to call. Okay. So it's not Medicare though. That's why I'm asking. No. Is it FreeRx or is it Medi-... No, it's not Medicare. It's not Med- But he does have Medicare and he's not with... I'm not with a staffing agency. Okay. Yeah. FreeRx, the services they, they advertise is a service that it's, it's not... Okay. Um, well, if you're not with the staffing agency then I wouldn't really be able to help you with anything else. Okay. Well, somebody's wa- was supposed to call me from FreeRx to get, get the account settled and they, and they haven't. So because it was a computer glitch- Okay. So we are with... Gotcha. Okay. Um, is it yours or is it your husband's though? My husband's. Okay. So I do need to speak to your husband then if it's his file and account. Well, he, he... I do have permission but he does. I have permission to deal with it. But still, since only because- It's a- Hold on. Yes, I understand. Could you just tell this person that she can talk to me later on FreeRx? Hey, this is Ronald. Um, Mary is, uh, has my permission to- Okay. ... uh, handle all my medications. You there? Thank you. Yes, sir. Okay. There she is. She's kind of a screw- screwball company I think. Hello? Okay. And then, um, what is the phone number on file? 'Cause I need to know why exactly they called you. But I need to get your contact. 978- Mm-hmm. ... 978-852-7128 or 852-7626. Okay. For security purposes, can you verify address and date of birth? 2502 Robin Street, Slidell, Louisiana 70460. And, um, what is- what else is your date of birth? 6/21/1945. And I have 852-7626 as the phone number. Yep. Okay. Give me one second, let me verify. I don't remember if I put mine or hers them on. Sorry. Sorry, guys. Yeah, it is open to everybody. I was gonna say, they just kinda, they just, they do staffing and, um, original staffing. And now they do, uh, now it's open to everybody and they get really confused about it. Brian, I have the kids here on the... They get really confused about it. And they need an update on their computer system, so they told me... I

called the other day and they said, "Oh, you have to go online." And I said, "Well, well let me do it online." But no, um... Okay. Now, um, the reason why- Yeah. ... we called you is was to inform you because you missed two payments, that you would have to wait one month to re-enroll for policy. Um, so they were just letting you know that you will have to wait a month to re-enroll. Okay. I missed two because I, it was on a credit card that was compromised. Yes, ma'am. I understand. But, um, unfortunately due to policy, you would have to wait a month to re-enroll. Oh, I guess I won't have to wait a month. So they were just calling to inform you. Okay. It was nice of them to talk to me, you know? After two days. All right. Bye. Thank you.

Conversation Format

Speaker speaker_0: Hey, we're trying to call doc. Don't worry.

Speaker speaker_1: Hey, good afternoon. Thank you for calling B- Benefits Center Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Yeah.

Speaker speaker_1: Jessie, I just got a call from this number. Okay. Um, it probably has to do regarding your enrollment form. What staffing agency do you work for?

Speaker speaker_2: I do work for a staffing agency. And this isn't-

Speaker speaker_1: You, you-

Speaker speaker_2: ... the staffing agency, it's for Medicare. It's, it's done with Medicare. I-

Speaker speaker_1: Okay.

Speaker speaker_2: My husband has Medicare.

Speaker speaker_1: So what, what has-

Speaker speaker_2: So that is not staffing.

Speaker speaker_1: Okay. Then I wouldn't know what it's regarding to, because we're the healthcare administrators for staffing agencies. Not for medica-

Speaker speaker_2: All right. Well, well, I don't know why you called me then.

Speaker speaker_1: So if-

Speaker speaker_2: I, I don't, I have no idea why you called me.

Speaker speaker_1: Yeah. So that's why I was asking you which staffing agency you work for, 'cause we do have different representatives. And it wasn't exactly myself I called.

Speaker speaker_2: Okay. Well, I, I don't, I don't work for one and I don't know why somebody called me. But, um...

Speaker speaker_1: Okay. Then I would just, just regard the call.

Speaker speaker_2: Are you with, are you with FreeRx?

Speaker speaker_1: Yes. We are.

Speaker speaker_2: Okay. Well, that wasn't... There was supposed to be someone from Medicare supposed to call me, because my husband couldn't get his... Because they, they told me to call.

Speaker speaker_1: Okay. So it's not Medicare though. That's why I'm asking.

Speaker speaker_2: No.

Speaker speaker_1: Is it FreeRx or is it Medi-...

Speaker speaker_2: No, it's not Medicare. It's not Med- But he does have Medicare and he's not with... I'm not with a staffing agency.

Speaker speaker_1: Okay. Yeah.

Speaker speaker_2: FreeRx, the services they, they advertise is a service that it's, it's not...

Speaker speaker_1: Okay. Um, well, if you're not with the staffing agency then I wouldn't really be able to help you with anything else.

Speaker speaker_2: Okay. Well, somebody's wa- was supposed to call me from FreeRx to get, get the account settled and they, and they haven't. So because it was a computer glitch-

Speaker speaker_1: Okay. So we are with... Gotcha. Okay. Um, is it yours or is it your husband's though?

Speaker speaker_2: My husband's.

Speaker speaker_1: Okay. So I do need to speak to your husband then if it's his file and account.

Speaker speaker_2: Well, he, he... I do have permission but he does. I have permission to deal with it. But still, since only because-

Speaker speaker_0: It's a-

Speaker speaker_2: Hold on. Yes, I understand.

Speaker speaker_0: Could you just tell this person that she can talk to me later on FreeRx?

Speaker speaker_3: Hey, this is Ronald. Um, Mary is, uh, has my permission to-

Speaker speaker_1: Okay.

Speaker speaker_3: ... uh, handle all my medications. You there?

Speaker speaker_0: Thank you. Yes, sir.

Speaker speaker_3: Okay. There she is.

Speaker speaker_0: She's kind of a screw- screwball company I think.

Speaker speaker_2: Hello?

Speaker speaker_1: Okay. And then, um, what is the phone number on file? 'Cause I need to know why exactly they called you. But I need to get your contact.

Speaker speaker_2: 978-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... 978-852-7128 or 852-7626.

Speaker speaker_1: Okay. For security purposes, can you verify address and date of birth?

Speaker speaker_2: 2502 Robin Street, Slidell, Louisiana 70460. And, um, what i- what else is your date of birth? 6/21/1945.

Speaker speaker_1: And I have 852-7626 as the phone number.

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. Give me one second, let me verify.

Speaker speaker_2: I don't remember if I put mine or hers them on. Sorry. Sorry, guys. Yeah, it is open to everybody. I was gonna say, they just kinda, they just, they do staffing and, um, original staffing. And now they do, uh, now it's open to everybody and they get really confused about it. Brian, I have the kids here on the... They get really confused about it. And they need an update on their computer system, so they told me... I called the other day and they said, "Oh, you have to go online." And I said, "Well, well let me do it online." But no, um...

Speaker speaker_1: Okay. Now, um, the reason why-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... we called you is was to inform you because you missed two payments, that you would have to wait one month to re-enroll for policy. Um, so they were just letting you know that you will have to wait a month to re-enroll.

Speaker speaker_2: Okay. I missed two because I, it was on a credit card that was compromised.

Speaker speaker_1: Yes, ma'am. I understand. But, um, unfortunately due to policy, you would have to wait a month to re-enroll.

Speaker speaker_2: Oh, I guess I won't have to wait a month.

Speaker speaker_1: So they were just calling to inform you. Okay.

Speaker speaker_2: It was nice of them to talk to me, you know? After two days. All right. Bye. Thank you.