

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Ca- ... or a ba-... -ny. How can I assist you? Um, I need to speak with a representative. Okay. Yeah. How can I help you? Um, I got a letter in the mail today, um, and it's showing that, um, it says, "We are awaiting information to confirm eligibility from Benefits in a Card." I don't understand what that means. Okay. So we're the Healthcare Administrators for staffing agencies. Um, we work with different staffing agencies, though. So when you have... I would have to make, get to... in your file to see what it's about. Um, are you currently working with a staffing agency? Yes, I am. What's- It's called MAU Workforce. Okay, thank you. And then what are the last four of your Social? 0768. For security purposes, I do need you to verify the address and your date of birth. Yes. 9/6/1981, 1109 West Broad Street. That's Griffin, Georgia, 30223. Thank you. Is your phone number still 678-243-8398? Okay. Is that still a good number? Yes. That's the correct number. Okay. And then I have maria.martin906@yahoo.com. Right. Okay. So it looks like it's, um... You probably received that because right now, it looks like your company is within company open enrollment. It looks like the last day to make any changes to your coverage would be on the 31st of January. Okay. Yes, ma'am. Um, it looks like you have the Ensure Plus Enhanced for \$24.69, group accident for \$2.04, dental for \$9.30, church and disability- You know, what the hell? Mm-hmm. I have a huge bill for... Well, uh, not huge, but a bill for \$145. So if that's the case, I'm paying for insurance and insurance don't cover anything? When was the service for? 12/19/2024. 19. And then what was it for? Um, uh, a limited aura evaluation and a X-ray. Okay. Um, so you have the Ensure Plus Enhanced. They cover a flat fee towards whatever service you go for. To know if that particular service would be covered or is covered, um, I would have to transfer you to the carrier, and they would tell you exactly if that particular service falls within the coverage of that plan that you have. So I could transfer you if you wish, 'cause they'll be able to tell you why it wasn't covered. Okay. And then I was gonna let you know that for this week, we still haven't received the deduction from your staffing agency for this week. This week isn't over, is it? So normally, we get it by, like, Wednesday. You're welcome to call back maybe, like, later today to see if we've received it, but you're in the red right now for this week. Okay. I have no control over that, so I'm sure if they send it every week like they're supposed to- Mm-hmm. ... I'm sure they will. Okay. Yeah, just wanted to let you know. Um, but if you want, I can go ahead and transfer your call to the carrier- Okay. Yes. ... who is American Public Life. Because it looks like for that day that you gave me, you said December '19 of 2024, right? Yes. That is correct. Mm-hmm. So for that day, you did have active coverage, but to know why it wasn't covered, I do need to transfer you to the carrier, but they would let you know. All you have to really do is call us. That sounds helpful. Mm-hmm. And would you like me to provide the phone number to you just in case the call drops when I transfer you? I want to get a can of

iced tea. Okay, I'm ready. Okay. So the carrier's name is America- American Public Life or APL. Their phone number is 800-256-8606. Again, 800-256-8606. And then I can go ahead and transfer your call. You said 8606? Yes, ma'am. Okay. Thank you so much. You're welcome.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Ca- ... or a ba-... -ny. How can I assist you?

Speaker speaker_2: Um, I need to speak with a representative.

Speaker speaker_1: Okay. Yeah. How can I help you?

Speaker speaker_2: Um, I got a letter in the mail today, um, and it's showing that, um, it says, "We are awaiting information to confirm eligibility from Benefits in a Card." I don't understand what that means.

Speaker speaker_1: Okay. So we're the Healthcare Administrators for staffing agencies. Um, we work with different staffing agencies, though. So when you have... I would have to make, get to... in your file to see what it's about. Um, are you currently working with a staffing agency?

Speaker speaker_2: Yes, I am.

Speaker speaker_1: What's-

Speaker speaker_2: It's called MAU Workforce.

Speaker speaker_1: Okay, thank you. And then what are the last four of your Social?

Speaker speaker_2: 0768.

Speaker speaker_1: For security purposes, I do need you to verify the address and your date of birth.

Speaker speaker_2: Yes. 9/6/1981, 1109 West Broad Street. That's Griffin, Georgia, 30223.

Speaker speaker_1: Thank you. Is your phone number still 678-243-8398?

Speaker speaker_2: Okay.

Speaker speaker_1: Is that still a good number?

Speaker speaker_2: Yes. That's the correct number.

Speaker speaker_1: Okay. And then I have maria.martin906@yahoo.com.

Speaker speaker_2: Right.

Speaker speaker_1: Okay. So it looks like it's, um... You probably received that because right now, it looks like your company is within company open enrollment. It looks like the last day to make any changes to your coverage would be on the 31st of January.

Speaker speaker_2: Okay.

Speaker speaker_1: Yes, ma'am. Um, it looks like you have the Ensure Plus Enhanced for \$24.69, group accident for \$2.04, dental for \$9.30, church and disability-

Speaker speaker_2: You know, what the hell?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: I have a huge bill for... Well, uh, not huge, but a bill for \$145. So if that's the case, I'm paying for insurance and insurance don't cover anything?

Speaker speaker_1: When was the service for?

Speaker speaker_2: 12/19/2024.

Speaker speaker_1: 19. And then what was it for?

Speaker speaker_2: Um, uh, a limited aura evaluation and a X-ray.

Speaker speaker_1: Okay. Um, so you have the Ensure Plus Enhanced. They cover a flat fee towards whatever service you go for. To know if that particular service would be covered or is covered, um, I would have to transfer you to the carrier, and they would tell you exactly if that particular service falls within the coverage of that plan that you have. So I could transfer you if you wish, 'cause they'll be able to tell you why it wasn't covered.

Speaker speaker_2: Okay.

Speaker speaker_1: And then I was gonna let you know that for this week, we still haven't received the deduction from your staffing agency for this week.

Speaker speaker_2: This week isn't over, is it?

Speaker speaker_1: So normally, we get it by, like, Wednesday. You're welcome to call back maybe, like, later today to see if we've received it, but you're in the red right now for this week.

Speaker speaker_2: Okay. I have no control over that, so I'm sure if they send it every week like they're supposed to-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... I'm sure they will.

Speaker speaker_1: Okay. Yeah, just wanted to let you know. Um, but if you want, I can go ahead and transfer your call to the carrier-

Speaker speaker_2: Okay. Yes.

Speaker speaker_1: ... who is American Public Life. Because it looks like for that day that you gave me, you said December '19 of 2024, right?

Speaker speaker_2: Yes. That is correct.

Speaker speaker_1: Mm-hmm. So for that day, you did have active coverage, but to know why it wasn't covered, I do need to transfer you to the carrier, but they would let you know. All you have to really do is call us.

Speaker speaker_2: That sounds helpful.

Speaker speaker_1: Mm-hmm. And would you like me to provide the phone number to you just in case the call drops when I transfer you?

Speaker speaker_3: I want to get a can of iced tea. Okay, I'm ready.

Speaker speaker_1: Okay. So the carrier's name is America- American Public Life or APL. Their phone number is 800-256-8606. Again, 800-256-8606. And then I can go ahead and transfer your call.

Speaker speaker_2: You said 8606?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: You're welcome.