

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in the ... My name is Francesca. How can I assist you today? Hello. Uh, my name is Kevin. I am calling because, um, so I, I went to the doctor's and they said that my insurance cov- was like part of the network and after I went to the... well, so I got a bill saying that my... I wasn't... uh, my... the premium was never paid, but this was like my company paying it. So, I was, I was just try- trying to inquire some information on if you could find out when the, when was the last time the premium was paid for me. Because like the deduction has been, has took, has been taken out from my paycheck. Like if the premium wasn't paid. So they advised you that you were inactive during the day of coverage? No, no. They said I was active. When you went to the hospital? No, I went, I went to see a doctor, uh, like a regular checkup, right? Um, I was active. They said I was active. They said like, "Yeah, we can..." Like, "We can take this insurance." Um, and technically like I would, they'd... Like deductions would be made from my paycheck so they should have been active. But that's not understanding. Okay. So my question is the following mister... So I just wanted... Okay. Sorry. No, it's all right. What I was trying to ask, Mr. Kevin, is are you calling in regards to the medical bill itself not being paid when you were active or are you calling because the medical bill says that you didn't have insurance during the day of service? Uh, they said... Wait, let me double check that information. They said that, um, the premium wasn't paid so this says, "For your insurance company, your premium was not paid so you have no coverage. Please send any valid..." So, but how's that possible 'cause- Okay. ... I, I do have coverage. Let's take a look into your account. What staffing company do you work with? Noor. What are the last four of the Social? Uh, of what? Of my Social or... Yes, sir. Of your Social. Yeah, I'm sorry. Yeah. 6251. Please verify your mailing address and your date of birth to make sure I have the right account in front of me. 1217 72nd Street, uh, Brooklyn, New York, 122... Wait, let me guess. One second. I always keep forgetting the zip code. I apologize. That's okay. Yeah. 11228. I keep messing up... It's 11228. I keep doing that. But yeah, 11228. And then what was the second question? Your date of birth. Uh, July 4th, 2000. We have best contact same as the one you called on 442-8777 with the email of kevchen999@gmail.com. Right. And what was the day of service? Um, February 20th. February 20th? Yeah. Okay. So on our system you show active. I will recommend you speak with your carrier in regards to that 'cause on our side you're showing active already for that day. Do you have American Public Life's phone number? Yes. Do you, do you mind providing that? Sure thing. Let me know when you're ready. Yeah, I'm ready. It is 800... 800. 256... 256. 8606. 8606. All right. Thank you so much. Uh, did... So what, what do you recommend? Do I just like, I don't know, give them a call and ask them like, "Why did we get a bill saying that there was no coverage even though the premium was paid?" I was active. I would just advise them that the bill that you received says that you were not active during the day of service, when in fact you were active. So, to see

what happened with that payment. They... The bill, um, we received said I was inactive but I... In, in the day, in the day of service, in the day of service, of service. All right. All right. Thank you so much. Of course. Do you need me to transfer you to them? Yeah. If you could, that'd be great. Sure thing. Bear with me one moment.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in the ... My name is Francesca. How can I assist you today?

Speaker speaker_1: Hello. Uh, my name is Kevin. I am calling because, um, so I, I went to the doctor's and they said that my insurance cov- was like part of the network and after I went to the... well, so I got a bill saying that my... I wasn't... uh, my... the premium was never paid, but this was like my company paying it. So, I was, I was just try- trying to inquire some information on if you could find out when the, when was the last time the premium was paid for me. Because like the deduction has been, has took, has been taken out from my paycheck. Like if the premium wasn't paid.

Speaker speaker_0: So they advised you that you were inactive during the day of coverage?

Speaker speaker_1: No, no. They said I was active.

Speaker speaker_0: When you went to the hospital?

Speaker speaker_1: No, I went, I went to see a doctor, uh, like a regular checkup, right? Um, I was active. They said I was active. They said like, "Yeah, we can..." Like, "We can take this insurance." Um, and technically like I would, they'd... Like deductions would be made from my paycheck so they should have been active. But that's not understanding.

Speaker speaker_0: Okay. So my question is the following mister...

Speaker speaker_1: So I just wanted...

Speaker speaker_0: Okay. Sorry.

Speaker speaker_1: No, it's all right.

Speaker speaker_0: What I was trying to ask, Mr. Kevin, is are you calling in regards to the medical bill itself not being paid when you were active or are you calling because the medical bill says that you didn't have insurance during the day of service?

Speaker speaker_1: Uh, they said... Wait, let me double check that information. They said that, um, the premium wasn't paid so this says, "For your insurance company, your premium was not paid so you have no coverage. Please send any valid..." So, but how's that possible 'cause-

Speaker speaker_0: Okay.

Speaker speaker_1: ... I, I do have coverage.

Speaker speaker_0: Let's take a look into your account. What staffing company do you work with?

Speaker speaker_1: Noor.

Speaker speaker_0: What are the last four of the Social?

Speaker speaker_1: Uh, of what? Of my Social or...

Speaker speaker_0: Yes, sir. Of your Social.

Speaker speaker_1: Yeah, I'm sorry. Yeah. 6251.

Speaker speaker_0: Please verify your mailing address and your date of birth to make sure I have the right account in front of me.

Speaker speaker_1: 1217 72nd Street, uh, Brooklyn, New York, 122... Wait, let me guess. One second. I always keep forgetting the zip code. I apologize.

Speaker speaker_0: That's okay.

Speaker speaker_1: Yeah. 11228. I keep messing up... It's 11228. I keep doing that. But yeah, 11228. And then what was the second question?

Speaker speaker_0: Your date of birth.

Speaker speaker_1: Uh, July 4th, 2000.

Speaker speaker_0: We have best contact same as the one you called on 442-8777 with the email of kevchen999@gmail.com.

Speaker speaker_1: Right.

Speaker speaker_0: And what was the day of service?

Speaker speaker_1: Um, February 20th.

Speaker speaker_0: February 20th?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So on our system you show active. I will recommend you speak with your carrier in regards to that 'cause on our side you're showing active already for that day. Do you have American Public Life's phone number?

Speaker speaker_1: Yes. Do you, do you mind providing that?

Speaker speaker_0: Sure thing. Let me know when you're ready.

Speaker speaker_1: Yeah, I'm ready.

Speaker speaker_0: It is 800...

Speaker speaker_1: 800.

Speaker speaker_0: 256...

Speaker speaker_1: 256.

Speaker speaker_0: 8606.

Speaker speaker_1: 8606. All right. Thank you so much. Uh, did... So what, what do you recommend? Do I just like, I don't know, give them a call and ask them like, "Why did we get a bill saying that there was no coverage even though the premium was paid?" I was active.

Speaker speaker_0: I would just advise them that the bill that you received says that you were not active during the day of service, when in fact you were active. So, to see what happened with that payment.

Speaker speaker_1: They... The bill, um, we received said I was inactive but I... In, in the day, in the day of service, in the day of service, of service. All right. All right. Thank you so much.

Speaker speaker_0: Of course. Do you need me to transfer you to them?

Speaker speaker_1: Yeah. If you could, that'd be great.

Speaker speaker_0: Sure thing. Bear with me one moment.