

Transcript: Franchesca

Baez-5591108893851648-5049012617265152

Full Transcript

... the benefits and insurance that I have been asking you today. Hello? Hello, can you hear me? Yes. Can you hear me? Yes, ma'am. Okay, great. Um, I recently was transferred to your insurance, um, through my workplace. Um, and I was wondering what, what the status is with getting my number, getting my card, just so I can access prescriptions and providers. Of course. What staffing company do you work with? It's called Nor Staffing Group. And what are the last four of your social and last name? 7160. And what is your last name? Brillman. Please verify your mailing address and date of birth to make sure I have the right account in front of me. Um, 1429 Harbor Court, Irondequoick, New York, 11691. Can I have the best phone number to reach you down as 437-752-0105? No. 347-752-0105. Okay. We have your email done as firstandlastname@gmail.com. Correct. So I do see here that coverage was effective last week. That's when it became active. Mm-hmm. However, this week we have not received payment yet. Um, usually we do receive a payment at some point from Monday to Wednesday being the very last day. But I do not see the vision benefit card being ready. Let me check on the dental one 'cause usually when you become active, at least with the benefits that we administer of your active 10 week which will usually be Mondays is when the policy becomes effective. By Friday of your activation week is when your carrier send out those benefit cards. So let's see- Okay, but I, I take like a daily medication. How does this work? Like I need a prescription. Oh. I'm not under- understanding the technicalities that you just said. Um, all I know is that I'm paying for insurance through my workplace. Mm-hmm. Um, I don't have a card, I don't have a number. Um, I'm not understanding what's going on. Okay. So two things in regards to that. The first one to clarify, every Monday the payment for all benefits is received from all staffing companies. So let's say for example, yours. Nor Staffing will send all of their payment file by Monday. The latest that their system could process that payment into our system is Wednesday. I do see here that we receive it for Monday the 3rd till Sunday the 9th. But this week, Monday the 10th to the 16th, it has not been paid. We have not received it. The second thing, the benefits that we have that were supposed to mimic the ones that you had with the previous account administrator do not have any prescription coverage. It was only for dental and vision. No, I have medical insurance. So yours due in your personal enrollment period to add in, but the information that your staffing company sent to us didn't have any medical plan on them. I can provide you information of the current medical plans that your staffing company decided to offer their employees and schedule you to be enrolled into it. For that change it is going to still take one to two weeks for it to happen. Okay. So let me call my staffing, um, company back because this is beyond unacceptable. Okay, I'm gonna speak to them. Understood.

Conversation Format

Speaker speaker_0: ... the benefits and insurance that I have been asking you today.

Speaker speaker_1: Hello?

Speaker speaker_0: Hello, can you hear me?

Speaker speaker_1: Yes. Can you hear me?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay, great. Um, I recently was transferred to your insurance, um, through my workplace. Um, and I was wondering what, what the status is with getting my number, getting my card, just so I can access prescriptions and providers.

Speaker speaker_0: Of course. What staffing company do you work with?

Speaker speaker_1: It's called Nor Staffing Group.

Speaker speaker_0: And what are the last four of your social and last name?

Speaker speaker_1: 7160.

Speaker speaker_0: And what is your last name?

Speaker speaker_1: Brillman.

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

Speaker speaker_1: Um, 1429 Harbor Court, Irondequoick, New York, 11691.

Speaker speaker_0: Can I have the best phone number to reach you down as 437-752-0105?

Speaker speaker_1: No. 347-752-0105.

Speaker speaker_0: Okay. We have your email done as firstandlastname@gmail.com.

Speaker speaker_1: Correct.

Speaker speaker_0: So I do see here that coverage was effective last week. That's when it became active.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: However, this week we have not received payment yet. Um, usually we do receive a payment at some point from Monday to Wednesday being the very last day. But I do not see the vision benefit card being ready. Let me check on the dental one 'cause usually when you become active, at least with the benefits that we administer of your active 10 week which will usually be Mondays is when the policy becomes effective. By Friday of your activation week is when your carrier send out those benefit cards. So let's see-

Speaker speaker_1: Okay, but I, I take like a daily medication. How does this work? Like I need a prescription.

Speaker speaker_0: Oh.

Speaker speaker_1: I'm not under- understanding the technicalities that you just said. Um, all I know is that I'm paying for insurance through my workplace.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Um, I don't have a card, I don't have a number. Um, I'm not understanding what's going on.

Speaker speaker_0: Okay. So two things in regards to that. The first one to clarify, every Monday the payment for all benefits is received from all staffing companies. So let's say for example, yours. Nor Staffing will send all of their payment file by Monday. The latest that their system could process that payment into our system is Wednesday. I do see here that we receive it for Monday the 3rd till Sunday the 9th. But this week, Monday the 10th to the 16th, it has not been paid. We have not received it. The second thing, the benefits that we have that were supposed to mimic the ones that you had with the previous account administrator do not have any prescription coverage. It was only for dental and vision.

Speaker speaker_1: No, I have medical insurance.

Speaker speaker_0: So yours due in your personal enrollment period to add in, but the information that your staffing company sent to us didn't have any medical plan on them. I can provide you information of the current medical plans that your staffing company decided to offer their employees and schedule you to be enrolled into it. For that change it is going to still take one to two weeks for it to happen.

Speaker speaker_1: Okay. So let me call my staffing, um, company back because this is beyond unacceptable. Okay, I'm gonna speak to them.

Speaker speaker_0: Understood.