

Transcript: Francesca

Baez-5696254237523968-5458622286970880

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in Your Cart. My name is Francesca. How can I assist you today? Yes, hi. I received a text from you guys saying that, uh, because of my, uh... There was a one or two-time slot and, um, due, uh, to a deductible I think and that there is a payment that I have to make. Um, I, I didn't really, uh, know what is all that about and you can explain me? What's the company you work with? BTSF. And what are the last four of your social and your last name? 0383, uh, Tello. T like tango, E-L-L-O. Okay. To make sure that I'm on the right account, could you please verify your mailing address for me and date of birth? Yes. 6125 North Morgan Street, Alexandria, Virginia 22312 and it's 32769. And is this phone number to reach you down as 703-946-5061? What is it? I have the pass for number to reach you down as 703-946-5061? Yeah, that's correct. Can I have your email down as first name period last name at gmail.com? Yeah, that's correct. So what you received, ma'am, was just a lapse in coverage notification. It just means that this week we didn't receive payments for your health insurance that you have with your staffing company. If you want to, you're able to make your payment, but you don't have to. It's not an obligation. What do you mean, that, um, the insurance, uh, charged when I was not working with the, the company? Well, ma'am, per our records, it shows that you haven't been actively working with them. The last week that you were in coverage goes from the 23rd to the 29th. You were enrolled into a form that you filled out June 6, 2024 asking to be enrolled into vision, dental and the medical preventative care plan MEC TeleRx. And then we called you in regards to it. As of August, you requested to change the plan, the medical plan to a VIP classic plan. So that's the current policy that you have of \$23.92. \$23.92. Okay. Um, so what, uh, what do you... Uh, okay. Basically, they did not take the money out of your paycheck or send it to us, so you don't have benefits this whole week. Yeah, I know. That's why I haven't been going to the doctor or anything because I know I'm not working with them anymore, yo. Yes, ma'am. The system automatically sends those notifications out. That's the reason why you got it. Oh, okay. So because I'm not working with them, that's why I have to pay the \$23.92, right? No, ma'am. It's completely optional. They are just advising you that this week you're not active. There was no payment received. That's what that means. It doesn't mean that you have to pay it. It's completely up to you as optional. Oh, but I'm not gonna get charged in the future if I decide not to pay? That is correct. So with these benefits, after being four consecutive weeks of there not being any paycheck deduction, by the fifth week the policy cancels itself. So if you le-... Say by end of January 31st is already over and you haven't worked with them, later on in May you start working with them again, they're not gonna make a deduction when you start working again in May because the policy would have canceled itself already. Ah, okay. Right. Hm, okay. Okay, I was trying to understand it and all. Thanks for your try to explain a little bit more, um, so I can get what all

this is about. I got scared, that's why I call. No worry. Uh, yeah. Mm-hmm. Is there anything else I can assist you with today? Uh, no, that would be it. Okay, I hope you have a wonderful rest of your day and thank you for your time today. Same here. I hope you feel better too, um. I think you're, you're not feeling well but I hope you get better. Thank you. Okay, okay. Have a great- Well, have a good day, bye-bye. Bye.

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 Your Cart. My name is Francesca. How can I assist you today?

Speaker speaker_2: Yes, hi. I received a text from you guys saying that, uh, because of my, uh... There was a one or two-time slot and, um, due, uh, to a deductible I think and that there is a payment that I have to make. Um, I, I didn't really, uh, know what is all that about and you can explain me?

Speaker speaker_1: What's the company you work with?

Speaker speaker_2: BTSF.

Speaker speaker_1: And what are the last four of your social and your last name?

Speaker speaker_2: 0383, uh, Tello. T like tango, E-L-L-O.

Speaker speaker_1: Okay. To make sure that I'm on the right account, could you please verify your mailing address for me and date of birth?

Speaker speaker_2: Yes. 6125 North Morgan Street, Alexandria, Virginia 22312 and it's 32769.

Speaker speaker_1: And is this phone number to reach you down as 703-946-5061?

Speaker speaker_2: What is it?

Speaker speaker_1: I have the pass for number to reach you down as 703-946-5061?

Speaker speaker_2: Yeah, that's correct.

Speaker speaker_1: Can I have your email down as first name period last name at gmail.com?

Speaker speaker_2: Yeah, that's correct.

Speaker speaker_1: So what you received, ma'am, was just a lapse in coverage notification. It just means that this week we didn't receive payments for your health insurance that you have with your staffing company. If you want to, you're able to make your payment, but you don't have to. It's not an obligation.

Speaker speaker_2: What do you mean, that, um, the insurance, uh, charged when I was not working with the, the company?

Speaker speaker_1: Well, ma'am, per our records, it shows that you haven't been actively working with them. The last week that you were in coverage goes from the 23rd to the 29th. You were enrolled into a form that you filled out June 6, 2024 asking to be enrolled into vision, dental and the medical preventative care plan MEC TeleRx. And then we called you in regards to it. As of August, you requested to change the plan, the medical plan to a VIP classic plan. So that's the current policy that you have of \$23.92.

Speaker speaker_2: \$23.92. Okay. Um, so what, uh, what do you... Uh, okay.

Speaker speaker_1: Basically, they did not take the money out of your paycheck or send it to us, so you don't have benefits this whole week.

Speaker speaker_2: Yeah, I know. That's why I haven't been going to the doctor or anything because I know I'm not working with them anymore, yo.

Speaker speaker_1: Yes, ma'am. The system automatically sends those notifications out. That's the reason why you got it.

Speaker speaker_2: Oh, okay. So because I'm not working with them, that's why I have to pay the \$23.92, right?

Speaker speaker_1: No, ma'am. It's completely optional. They are just advising you that this week you're not active. There was no payment received. That's what that means. It doesn't mean that you have to pay it. It's completely up to you as optional.

Speaker speaker_2: Oh, but I'm not gonna get charged in the future if I decide not to pay?

Speaker speaker_1: That is correct. So with these benefits, after being four consecutive weeks of there not being any paycheck deduction, by the fifth week the policy cancels itself. So if you le-... Say by end of January 31st is already over and you haven't worked with them, later on in May you start working with them again, they're not gonna make a deduction when you start working again in May because the policy would have canceled itself already.

Speaker speaker_2: Ah, okay. Right. Hm, okay. Okay, I was trying to understand it and all. Thanks for your try to explain a little bit more, um, so I can get what all this is about. I got scared, that's why I call.

Speaker speaker_1: No worry.

Speaker speaker_2: Uh, yeah. Mm-hmm.

Speaker speaker_1: Is there anything else I can assist you with today?

Speaker speaker_2: Uh, no, that would be it.

Speaker speaker_1: Okay, I hope you have a wonderful rest of your day and thank you for your time today.

Speaker speaker_2: Same here. I hope you feel better too, um. I think you're, you're not feeling well but I hope you get better.

Speaker speaker_1: Thank you.

Speaker speaker_2: Okay, okay.

Speaker speaker_1: Have a great-

Speaker speaker_2: Well, have a good day, bye-bye.

Speaker speaker_1: Bye.