

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits and Outcomes. This is Francesca. How can I assist you today? Hi, Jessica. I just received a message, uh, I have like a lapse in coverage. Sure thing, sir. My name is Francesca, not Jessica. That will mean that your staffing company did not send a payment for your insurance. Okay. I didn't sign up for any insurance. What insurance is this? Okay. I'll have to take a look and see. We're not the insurance carrier. We only administer the health benefits. So let me take a look at your account to see how you were enrolled. All right. What staffing company do you work with? BG Staffing. And what are the last four of your social, please? 3610. What's the last name? Ames, A-M-E-S. And to make sure that I'm on the correct account, can you please verify your mailing address and your date of birth, please? Uh, 1000 Barone Avenue, Apartment 6210, uh, Atlanta- well, Brookhaven, Georgia, 30329. And my birthday is 4/3/1978. I have a best phone number to reach you down as 470-997-5152. Yes, correct. Can I have your email down as your first and last name number seven @gmail.com? Yes. Okay. So I see here you're enrolled into two medical plans due to a court order that we received, sir. That's the reason why you were enrolled into coverage, and it started back in September 16th, and the court order was received- Oh, so a court order. ... on August 20th. Mm-hmm. Okay. I mean, I, I, I didn't know. It just automatically, uh, enrolled me, so I didn't sign up for anything, so now I know why. Oh, okay. Yeah. Sir, was there anything else that I can assist you with today? Yeah. Um, it, it was a lapse in coverage 'cause, um, I guess they didn't have an assignment for me, so I didn't get paid. So, that's why I think it was, it was a lapse. Okay. So every week that you pass without receiving a paycheck, it's gonna send you that notification just because that's how the system is set up. Okay. If you're no longer working currently, it's going to send you a total of three more notifications 'cause after the fourth consecutive week of no payment, Monday, the fifth week, is when it will cancel itself out. So the system- Okay. ... might send you a couple more of those messages if you're currently not working. Yeah. I'm, I'm currently working back... Uh, they got me an assignment for this week, so, um, it should come off my next paycheck. Understood. All right. Was there anything else aside from this that I can assist you with today? No, that'll be all. Thank you very much. My pleasure. Hope you have a wonderful rest of your day. You as well.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Outcomes. This is Francesca. How can I assist you today?

Speaker speaker_1: Hi, Jessica. I just received a message, uh, I have like a lapse in coverage.

Speaker speaker_0: Sure thing, sir. My name is Francesca, not Jessica. That will mean that your staffing company did not send a payment for your insurance.

Speaker speaker_1: Okay. I didn't sign up for any insurance. What insurance is this?

Speaker speaker_0: Okay. I'll have to take a look and see. We're not the insurance carrier. We only administer the health benefits. So let me take a look at your account to see how you were enrolled.

Speaker speaker_1: All right.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: BG Staffing.

Speaker speaker_0: And what are the last four of your social, please?

Speaker speaker_1: 3610.

Speaker speaker_0: What's the last name?

Speaker speaker_1: Ames, A-M-E-S.

Speaker speaker_0: And to make sure that I'm on the correct account, can you please verify your mailing address and your date of birth, please?

Speaker speaker_1: Uh, 1000 Barone Avenue, Apartment 6210, uh, Atlanta- well, Brookhaven, Georgia, 30329. And my birthday is 4/3/1978.

Speaker speaker_0: I have a best phone number to reach you down as 470-997-5152.

Speaker speaker_1: Yes, correct.

Speaker speaker_0: Can I have your email down as your first and last name number seven @gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So I see here you're enrolled into two medical plans due to a court order that we received, sir. That's the reason why you were enrolled into coverage, and it started back in September 16th, and the court order was received-

Speaker speaker_1: Oh, so a court order.

Speaker speaker_0: ... on August 20th. Mm-hmm.

Speaker speaker_1: Okay. I mean, I, I, I didn't know. It just automatically, uh, enrolled me, so I didn't sign up for anything, so now I know why. Oh, okay.

Speaker speaker_0: Yeah. Sir, was there anything else that I can assist you with today?

Speaker speaker_1: Yeah. Um, it, it was a lapse in coverage 'cause, um, I guess they didn't have an assignment for me, so I didn't get paid. So, that's why I think it was, it was a lapse.

Speaker speaker_0: Okay. So every week that you pass without receiving a paycheck, it's gonna send you that notification just because that's how the system is set up.

Speaker speaker_1: Okay.

Speaker speaker_0: If you're no longer working currently, it's going to send you a total of three more notifications 'cause after the fourth consecutive week of no payment, Monday, the fifth week, is when it will cancel itself out. So the system-

Speaker speaker_1: Okay.

Speaker speaker_0: ... might send you a couple more of those messages if you're currently not working.

Speaker speaker_1: Yeah. I'm, I'm currently working back... Uh, they got me an assignment for this week, so, um, it should come off my next paycheck.

Speaker speaker_0: Understood. All right. Was there anything else aside from this that I can assist you with today?

Speaker speaker_1: No, that'll be all. Thank you very much.

Speaker speaker_0: My pleasure. Hope you have a wonderful rest of your day.

Speaker speaker_1: You as well.