

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Medical.com. My name is Francesca. How can I assist you today? Hi. My name is David Wyler. I got a message that there was a lapse. And I just signed up. I'm not sure. Sure, I can take a look and see. Okay. Thank you. What staffing company do you work with? Uh, BGSF. What are the last four of your Social? 9889. For security purposes, could you verify your mailing address and date of birth for me, please? 1980 West 131 Street Place, Westminster, Colorado 80234. All right. And last thing I'm missing is date of birth. 10/21/66. We have a best contact 303-862-1863 with the email of dav.lastname@yahoo.com and firstandlastname21@gmail.com. Correct. So it sounds like I'm in- Yes. Ooh. Go ahead. I'm sorry. Oh, it sounds like I'm in because I, I signed up at the last minute. So I'm not sure what happened. Yes, sir. So your coverage has actually been active since the 14th, Monday the 14th. On the 18, your staffing company res-... I mean, not your staffing company, your carrier, which is your insurance company, American Public Life, would have sent to your email the benefit card for your current plan. The reason why you received that text message is because we are on the Wednesday of this week already. All payments for the premiums are received on Mo- on Monday. The latest will be today. And as of this moment, we have not received payment for this week coverage from October 28th to November 3rd. Oh, so that's on me? That's not a de- deduction from payroll? They do take it out of payroll. For whichever reason, the last pay stub that I provided to you didn't get a deduction for benefits. So I need to set that up with them to take that deduction? No, sir. Their system does it automatically. However, for whichever reason, there are multiple factors that could- Oh, okay. ... play into it for them not to take it out. So just this one time it didn't go. Okay. Yes, sir. So how much do I owe? Um, per week, it is \$18.55. You're able to make a payment over the phone if you would like for this week's benefits, um, but it's completely up to you. Do I do that through you? Yes, sir. Okay. I need to check my account. Can I call you back in like 30 minutes? Of course. And then I know more than likely you probably missed the email they sent you with your benefit card. I'm gonna go ahead and send you a copy of it to both emails just in case, okay? Okay. Thank you very much. Yeah, I haven't opened my mail recently, so that could be an issue too. But I will do that. Yeah. It's okay. And I know we get like almost 100 to 200 emails per day, so this could be easier for you to locate that benefit card. Okay, thank you. I will get back to you. Would you sh-... I need to transfer some money over and, uh- Understood. What was your name again? Can I ask for you or just somebody else? Your name is Francesca. Francesca? Anyone can take the payment. Um, it's up to you. I am gonna notate your account so that they know. And there is no charge for making that payment with- over the phone. Okay. Thank you very much. No problem. 99 ca- So but aut-... So but... Mm-hmm. So but going forward, automatically, it should be deducted but it just wasn't this time, right? Yes, sir. So we don't

have access to the pay stub. The staffing company does. Okay. There is a couple little factors that could play into why it was not deducted. Okay. We ourselves- Okay. ... just wouldn't be able to know specifically why, but they do take it- Okay. No worries. ... out automatically. Us not receiving it this week doesn't mean they have to call them for them to redo it again, start taking them out. Their system will automatically go back to deducting it from your pay stub. Okay. Yeah. I- I'll check it out on my end. Thank you very much. No problem. Have a wonderful rest of your day. All right. Bye now. 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 Medical.com. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hi. My name is David Wyler. I got a message that there was a lapse. And I just signed up. I'm not sure.

Speaker speaker_1: Sure, I can take a look and see.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Uh, BGSF.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_2: 9889.

Speaker speaker_1: For security purposes, could you verify your mailing address and date of birth for me, please?

Speaker speaker_2: 1980 West 131 Street Place, Westminster, Colorado 80234.

Speaker speaker_1: All right. And last thing I'm missing is date of birth.

Speaker speaker_2: 10/21/66.

Speaker speaker_1: We have a best contact 303-862-1863 with the email of dav.lastname@yahoo.com and firstandlastname21@gmail.com.

Speaker speaker_2: Correct. So it sounds like I'm in-

Speaker speaker_1: Yes.

Speaker speaker_2: Ooh.

Speaker speaker_1: Go ahead. I'm sorry.

Speaker speaker_2: Oh, it sounds like I'm in because I, I signed up at the last minute. So I'm not sure what happened.

Speaker speaker_1: Yes, sir. So your coverage has actually been active since the 14th, Monday the 14th. On the 18, your staffing company res-... I mean, not your staffing company, your carrier, which is your insurance company, American Public Life, would have sent to your email the benefit card for your current plan. The reason why you received that text message is because we are on the Wednesday of this week already. All payments for the premiums are received on Mo- on Monday. The latest will be today. And as of this moment, we have not received payment for this week coverage from October 28th to November 3rd.

Speaker speaker_2: Oh, so that's on me? That's not a de- deduction from payroll?

Speaker speaker_1: They do take it out of payroll. For whichever reason, the last pay stub that I provided to you didn't get a deduction for benefits.

Speaker speaker_2: So I need to set that up with them to take that deduction?

Speaker speaker_1: No, sir. Their system does it automatically. However, for whichever reason, there are multiple factors that could-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... play into it for them not to take it out.

Speaker speaker_2: So just this one time it didn't go. Okay.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: So how much do I owe?

Speaker speaker_1: Um, per week, it is \$18.55. You're able to make a payment over the phone if you would like for this week's benefits, um, but it's completely up to you.

Speaker speaker_2: Do I do that through you?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. I need to check my account. Can I call you back in like 30 minutes?

Speaker speaker_1: Of course. And then I know more than likely you probably missed the email they sent you with your benefit card. I'm gonna go ahead and send you a copy of it to both emails just in case, okay?

Speaker speaker_2: Okay. Thank you very much. Yeah, I haven't opened my mail recently, so that could be an issue too. But I will do that.

Speaker speaker_1: Yeah. It's okay. And I know we get like almost 100 to 200 emails per day, so this could be easier for you to locate that benefit card.

Speaker speaker_2: Okay, thank you. I will get back to you. Would you sh-... I need to transfer some money over and, uh-

Speaker speaker_1: Understood.

Speaker speaker_2: What was your name again? Can I ask for you or just somebody else?

Speaker speaker_1: Your name is Francesca.

Speaker speaker_2: Francesca?

Speaker speaker_1: Anyone can take the payment. Um, it's up to you. I am gonna notate your account so that they know. And there is no charge for making that payment with- over the phone.

Speaker speaker_2: Okay. Thank you very much.

Speaker speaker_1: No problem. 99 ca-

Speaker speaker_2: So but aut-... So but...

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: So but going forward, automatically, it should be deducted but it just wasn't this time, right?

Speaker speaker_1: Yes, sir. So we don't have access to the pay stub. The staffing company does.

Speaker speaker_2: Okay.

Speaker speaker_1: There is a couple little factors that could play into why it was not deducted.

Speaker speaker_2: Okay.

Speaker speaker_1: We ourselves-

Speaker speaker_2: Okay.

Speaker speaker_1: ... just wouldn't be able to know specifically why, but they do take it-

Speaker speaker_2: Okay. No worries.

Speaker speaker_1: ... out automatically. Us not receiving it this week doesn't mean they have to call them for them to redo it again, start taking them out. Their system will automatically go back to deducting it from your pay stub.

Speaker speaker_2: Okay. Yeah. I- I'll check it out on my end. Thank you very much.

Speaker speaker_1: No problem. Have a wonderful rest of your day.

Speaker speaker_2: All right. Bye now.

Speaker speaker_1: Bye-bye.