

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hi. I work, uh, through Oxford and I inquired about my health benefits and they said I will have to have the friend of the court send the letter and I hadn't done that. And then I have never heard from them, from the benefits back. So I wanna make sure I'm enrolled. What is the last four of your Social? 9945. And the last name, please? Gayed. G-A-Y-E-D. Please verify the mailing address and date of birth to make sure I'm in the right account. 19573 Coleman Street, Clinton Township, Michigan 48305. I have VISTA number 586-850-1170? Yes. And we have your email down as hafeelastname@gmail.com. Hafegayeb@gmail.com, one word. So per the notes on your account, the last time we spoke with you was back in July of this year. Um, it does show here that one of my coworkers on July 31st tried to give you a call to advise you that we did receive the letter and were able to remove the court-ordered benefits. But currently you are not enrolled into any coverage. Excuse me? I already did what I needed to do. I had the friend of the court send the letter and I waited for them to contact me by email or phone calls. I never got any phone calls or emails. So it shows here that at 2:21 PM they called you to advise you that the court-ordered benefits were removed. You advised them that you were busy and will call back. I never got any calls. Never got any. Do you have a record of our conversation about this? So if you're looking to enroll into new benefits, due to the fact that you would be currently ineligible, if you'd like I can request the front office to do an investigation into that call. Uh, no, no, no, no, no, no. You cannot make a mistake then you put it on me. 'Cause I've been all that time thinking that I'm covered. I already did exa- Why would I bother and have the friend of the court send the letter if I'm not interested? I already did my part and I waited for your team to contact me. They never have done. They never did. I do understand that, sir. That's why I'm stating if you were looking to enroll into benefits, I will have to open the investigation for them to go ahead and pull up the call and listen to it. Per the notes in the account states that you were reached at July 31st, 2:21 PM and that you advised you will call back. The, the only time I spoke to the person, he's demanding the letter. And I remember very vividly that I said, "Okay. I'm gonna have the friend of the court send you the letter, then you register me." Then he said, "Um, okay. Well, y- w- we'll do that." And then I never heard from them back. You can check the voice record but it's not a mistake of mine, so... I need the insurance. Okay. So do you want me to check the record? 'Cause it will have to be you waiting til December 4th to be eligible to enroll into the company open enrollment period. At the moment, I'm not able to enroll you since you're not eligible. I, that's not my fault, so I, I really need insurance. Okay, so- So also I need you to, uh, we need to document this conversation so I would like you to send me email. Um, just put whatever you wanna put there that we did have this conversation about how this fell out in the cracks and how, how I was

denied insurance without my, uh, wish. So this needs to be fixed. I'll have the front office pull the call. However, I do have to advise you, we don't do any call summaries and even send via email. Our calls are all recorded. So what's your name? My name is Francesca. Francesca, which office you calling from? You called customer service with Benefits in a Card. So which office? I just need the references. I don't wanna keep making mistakes here. I understand, sir. I advise you of it. You're speaking with customer service with the company Benefits in a Card. Are you a third, a third party company or you are the same company or you're a second company or what? What company are you? We are Benefits in a Card, the account administrators for the health insurance of staffing companies, Oxford Global being one of them, that we administer for their staffing members. So you're not... Okay. So Oxford is contracting you to do the insurance work? Correct. Okay. So you, whatever you call, you said the Benefit in a Card, that's the name of the company? Yes, sir. That's the name of the company I work for. Okay. Mistakes happen so if you guys made a mistake, go ahead, fix it. Because it's not mine. Sure thing. I should be getting back with you within 24 to 48 business hours in regards to a result from that investigation. Yes. And if somehow I misleave it or something and the phone didn't ring, you can leave a message or you can send me text message or you can send me email. Understood. Is there a specific timeframe where you will prefer that call back? Like I said, you call me. If I don't answer the phone, leave a message or send me a text message or send me email. Understood. I'll call as soon as I get a response. I'm sorry? Yes, sir. I said I understand. I will give you a call as soon as I get a response. Uh, okay s- uh, you said Francesca? Yes, sir. Francesca. Thank you, Francesca. Bye-bye. You're welcome, sir. Thank you for your patience. Looking forward to speaking with you again. Thanks. 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 a Card. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hi. I work, uh, through Oxford and I inquired about my health benefits and they said I will have to have the friend of the court send the letter and I hadn't done that. And then I have never heard from them, from the benefits back. So I wanna make sure I'm enrolled.

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

Speaker speaker_2: 9945.

Speaker speaker_1: And the last name, please?

Speaker speaker_2: Gayed. G-A-Y-E-D.

Speaker speaker_1: Please verify the mailing address and date of birth to make sure I'm in the right account.

Speaker speaker_2: 19573 Coleman Street, Clinton Township, Michigan 48305.

Speaker speaker_1: I have VISTA number 586-850-1170?

Speaker speaker_2: Yes.

Speaker speaker_1: And we have your email down as hafeelastname@gmail.com.

Speaker speaker_2: Hafegayeb@gmail.com, one word.

Speaker speaker_1: So per the notes on your account, the last time we spoke with you was back in July of this year. Um, it does show here that one of my coworkers on July 31st tried to give you a call to advise you that we did receive the letter and were able to remove the court-ordered benefits. But currently you are not enrolled into any coverage.

Speaker speaker_2: Excuse me? I already did what I needed to do. I had the friend of the court send the letter and I waited for them to contact me by email or phone calls. I never got any phone calls or emails.

Speaker speaker_1: So it shows here that at 2:21 PM they called you to advise you that the court-ordered benefits were removed. You advised them that you were busy and will call back.

Speaker speaker_2: I never got any calls. Never got any. Do you have a record of our conversation about this?

Speaker speaker_1: So if you're looking to enroll into new benefits, due to the fact that you would be currently ineligible, if you'd like I can request the front office to do an investigation into that call.

Speaker speaker_2: Uh, no, no, no, no, no, no. You cannot make a mistake then you put it on me. 'Cause I've been all that time thinking that I'm covered. I already did exa- Why would I bother and have the friend of the court send the letter if I'm not interested? I already did my part and I waited for your team to contact me. They never have done. They never did.

Speaker speaker_1: I do understand that, sir. That's why I'm stating if you were looking to enroll into benefits, I will have to open the investigation for them to go ahead and pull up the call and listen to it. Per the notes in the account states that you were reached at July 31st, 2:21 PM and that you advised you will call back.

Speaker speaker_2: The, the only time I spoke to the person, he's demanding the letter. And I remember very vividly that I said, "Okay. I'm gonna have the friend of the court send you the letter, then you register me." Then he said, "Um, okay. Well, y- w- we'll do that." And then I never heard from them back. You can check the voice record but it's not a mistake of mine, so... I need the insurance.

Speaker speaker_1: Okay. So do you want me to check the record? 'Cause it will have to be you waiting til December 4th to be eligible to enroll into the company open enrollment period. At the moment, I'm not able to enroll you since you're not eligible.

Speaker speaker_2: I, that's not my fault, so I, I really need insurance.

Speaker speaker_1: Okay, so-

Speaker speaker_2: So also I need you to, uh, we need to document this conversation so I would like you to send me email. Um, just put whatever you wanna put there that we did have this conversation about how this fell out in the cracks and how, how I was denied insurance without my, uh, wish. So this needs to be fixed.

Speaker speaker_1: I'll have the front office pull the call. However, I do have to advise you, we don't do any call summaries and even send via email. Our calls are all recorded.

Speaker speaker_2: So what's your name?

Speaker speaker_1: My name is Francesca.

Speaker speaker_2: Francesca, which office you calling from?

Speaker speaker_1: You called customer service with Benefits in a Card.

Speaker speaker_2: So which office? I just need the references. I don't wanna keep making mistakes here.

Speaker speaker_1: I understand, sir. I advise you of it. You're speaking with customer service with the company Benefits in a Card.

Speaker speaker_2: Are you a third, a third party company or you are the same company or you're a second company or what? What company are you?

Speaker speaker_1: We are Benefits in a Card, the account administrators for the health insurance of staffing companies, Oxford Global being one of them, that we administer for their staffing members.

Speaker speaker_2: So you're not... Okay. So Oxford is contracting you to do the insurance work?

Speaker speaker_1: Correct.

Speaker speaker_2: Okay. So you, whatever you call, you said the Benefit in a Card, that's the name of the company?

Speaker speaker_1: Yes, sir. That's the name of the company I work for.

Speaker speaker_2: Okay. Mistakes happen so if you guys made a mistake, go ahead, fix it. Because it's not mine.

Speaker speaker_1: Sure thing. I should be getting back with you within 24 to 48 business hours in regards to a result from that investigation.

Speaker speaker_2: Yes. And if somehow I misleave it or something and the phone didn't ring, you can leave a message or you can send me text message or you can send me email.

Speaker speaker_1: Understood. Is there a specific timeframe where you will prefer that call back?

Speaker speaker_2: Like I said, you call me. If I don't answer the phone, leave a message or send me a text message or send me email.

Speaker speaker_1: Understood. I'll call as soon as I get a response.

Speaker speaker_2: I'm sorry?

Speaker speaker_1: Yes, sir. I said I understand. I will give you a call as soon as I get a response.

Speaker speaker_2: Uh, okay s- uh, you said Francesca?

Speaker speaker_1: Yes, sir. Francesca.

Speaker speaker_2: Thank you, Francesca. Bye-bye.

Speaker speaker_1: You're welcome, sir. Thank you for your patience. Looking forward to speaking with you again.

Speaker speaker_2: Thanks. Bye.