

Transcript: Francesca

Baez-6383255538155520-5565814864134144

Full Transcript

Thank you for calling Benefits and Appointment. And my Francesca, how can I help you? Hi, my name is Zoya Ashley. I'm calling to see if, um, I'm just calling to get some information about the insurance that this carries. Okay. So we're not the carrier within Account Administrators for Health Coverage. What staffing company do you work with? You said what, ma'am? Yes, ma'am. I was just letting you know, we're not an insurance carrier. We don't own any of the benefits. We only administrate them to the staffing companies. Okay. Well, we... I need to get, I need to get the people that does over the insurance. Okay. So first I will need to see which plan you're on so that I can see the carrier. Can I have your staffing company, please? Wagner. What are the last four of your social and the last name? 13801 Ashley. Can you please verify your mailing address and date of birth to make sure I located the correct account? My mailing address, it should be 801 Booth Road, Warner Robins, Georgia, 31088. We have a different address on file. 2050 Friendship UMC Church Road, Cochran, Georgia 31014. Yes, ma'am. And what was that date of birth? 02-23-96. I have best contact 478-342-4445? Correct. And I have the best email down as ZAlexandra96@yahoo.com? Correct. Okay. So I see that currently there is a pending enrollment for the VIP being dropped and just having... I'm sorry. Yeah, and just having the standalone MEC StayHealthy. And currently you're active with VIP Pro and MEC StayHealthy. Okay, which one is th- Do you know which one is th- Hm? Go ahead. No, I was just gonna ask that, you know, which of those two plans it was that you're calling in for? Either, either one. Either, um, the one that schedules the doctor's appointments or things like that. I need to know the member ID of them. I can't find the member ID. Okay. Even on the benefit card? Sorry, what now? Yes, ma'am. I was asking, you don't see it even in the benefit card? No, I haven't received a card in the mail or anything. I need the member ID so that I can make an appointment with my doctor. Okay. Let me place you in a quick hold to see if I can get the digital copy of those benefit cards. All right. Thank you. No problem. And you'll have the ... Thank you so much for holding, Ms. Ashley. Mm-hmm. So as I looked at your account and tried to pull the benefit cards as well as the payments that we have received, as of this moment, the only thing that you're active on is that MEC standalone plan, the medical preventative. The VIP plan that you called in to add on the 3rd of this month still has not become active due to the fact that we haven't received a payment for it. I also did want to mention this week we have not received payment yet. It could be that it's either still processing or it's on its way. But for this week's coverage, you're not active yet. All right. So what, what, what's the one that I'm actively, what does it cover? It's the medical preventative things like your annual physical, screenings for blood pressure, iron deficiency, the counseling for a healthy diet, or avoiding any exposures from the sun, your preventative immunizations like your varicella, tetanus, or influenza, and your generic preventative prescriptions like vitamins, statins, FDA-approved contraceptive

methods.... and it does have a network requirement on it. I need some health insurance or whatever. Yes, ma'am. But unfortunately the policy where you added that VIP Pro plan that will cover the doctor vi- visits hasn't been paid for yet. It won't be active unless we receive payment and as of right now, we haven't received it yet. It could be, once again, that is still processing between systems or that it will get at some point. The reason why I say that is because we usually receive payments from the staffing companies Mondays, Tuesdays or Wednesday being the last day. Okay. So... Uh, but I thought it, it automatically comes out my check for the payment. Yes, ma'am. That's what I'm saying. We haven't received that payment yet. It could be, once again, that is being processed on the system and that's why you're not reflecting active yet, because the payment has not been received into our system. I'm not saying that they didn't take it out of your paycheck. I'm saying we have not received it yet, because Wagner Staffing and Benefits Center Card is not the same company. We're separate. So they are supposed to send it over to our system or send it through us via mail. That payment has not been processed yet. Okay. And the other thing I wanted to add, so I show here that you went online on March 13th to make changes to your policy. Now, the reason why the address that we have on file is a 2050 Friendship instead of the 10- 801, sorry, Boothrow, because you changed it back to the 2050 Friendship. But you dropped the VIP Pro and that's currently pending. Were you trying to drop that VIP Pro? I wasn't. I was just trying to figure out how to get my member ID. I don't know what I was doing, to be honest. Okay. I should have just called instead of messing with it. I'll go ahead and process that cancellation and put in another request to add that VIP Pro in. Once it becomes active, you're more than likely going to have one to two weeks without the VIP Pro since that enrollment that you processed on the 13 has already been sent over to your staffing company system. Okay. All right. If you would like, you're more than welcome to call either later on the day today after 5:00 or calling back in tomorrow to see if we processed that payment and received it by then. Okay. But the, the only benefit card you had right now as well as the only plan active is that preventative. I did send you the benefit card. You sent it to my email? Yes, ma'am. All right. That's fine. Was there anything else I can assist you with today? No. That'll be all. Thank you. Of course. Have a great day and thank you for your time today.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Appointment. And my Francesca, how can I help you?

Speaker speaker_1: Hi, my name is Zoya Ashley. I'm calling to see if, um, I'm just calling to get some information about the insurance that this carries.

Speaker speaker_0: Okay. So we're not the carrier within Account Administrators for Health Coverage. What staffing company do you work with?

Speaker speaker_1: You said what, ma'am?

Speaker speaker_0: Yes, ma'am. I was just letting you know, we're not an insurance carrier. We don't own any of the benefits. We only administrate them to the staffing companies.

Speaker speaker_1: Okay. Well, we... I need to get, I need to get the people that does over the insurance.

Speaker speaker_0: Okay. So first I will need to see which plan you're on so that I can see the carrier. Can I have your staffing company, please?

Speaker speaker_1: Wagner.

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

Speaker speaker_1: 13801 Ashley.

Speaker speaker_0: Can you please verify your mailing address and date of birth to make sure I located the correct account?

Speaker speaker_1: My mailing address, it should be 801 Booth Road, Warner Robins, Georgia, 31088.

Speaker speaker_0: We have a different address on file.

Speaker speaker_1: 2050 Friendship UMC Church Road, Cochran, Georgia 31014.

Speaker speaker_0: Yes, ma'am. And what was that date of birth?

Speaker speaker_1: 02-23-96.

Speaker speaker_0: I have best contact 478-342-4445?

Speaker speaker_1: Correct.

Speaker speaker_0: And I have the best email down as ZAlexandra96@yahoo.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. So I see that currently there is a pending enrollment for the VIP being dropped and just having... I'm sorry. Yeah, and just having the standalone MEC StayHealthy. And currently you're active with VIP Pro and MEC StayHealthy.

Speaker speaker_1: Okay, which one is th-

Speaker speaker_0: Do you know which one is th- Hm?

Speaker speaker_1: Go ahead.

Speaker speaker_0: No, I was just gonna ask that, you know, which of those two plans it was that you're calling in for?

Speaker speaker_1: Either, either one. Either, um, the one that schedules the doctor's appointments or things like that. I need to know the member ID of them. I can't find the member ID.

Speaker speaker_0: Okay. Even on the benefit card?

Speaker speaker_1: Sorry, what now?

Speaker speaker_0: Yes, ma'am. I was asking, you don't see it even in the benefit card?

Speaker speaker_1: No, I haven't received a card in the mail or anything. I need the member ID so that I can make an appointment with my doctor.

Speaker speaker_0: Okay. Let me place you in a quick hold to see if I can get the digital copy of those benefit cards.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: No problem.

Speaker speaker_2: And you'll have the ...

Speaker speaker_0: Thank you so much for holding, Ms. Ashley.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So as I looked at your account and tried to pull the benefit cards as well as the payments that we have received, as of this moment, the only thing that you're active on is that MEC standalone plan, the medical preventative. The VIP plan that you called in to add on the 3rd of this month still has not become active due to the fact that we haven't received a payment for it. I also did want to mention this week we have not received payment yet. It could be that it's either still processing or it's on its way. But for this week's coverage, you're not active yet.

Speaker speaker_1: All right. So what, what, what's the one that I'm actively, what does it cover?

Speaker speaker_0: It's the medical preventative things like your annual physical, screenings for blood pressure, iron deficiency, the counseling for a healthy diet, or avoiding any exposures from the sun, your preventative immunizations like your varicella, tetanus, or influenza, and your generic preventative prescriptions like vitamins, statins, FDA-approved contraceptive methods.... and it does have a network requirement on it.

Speaker speaker_3: I need some health insurance or whatever.

Speaker speaker_0: Yes, ma'am. But unfortunately the policy where you added that VIP Pro plan that will cover the doctor vi- visits hasn't been paid for yet. It won't be active unless we receive payment and as of right now, we haven't received it yet. It could be, once again, that is still processing between systems or that it will get at some point. The reason why I say that is because we usually receive payments from the staffing companies Mondays, Tuesdays or Wednesday being the last day.

Speaker speaker_3: Okay. So... Uh, but I thought it, it automatically comes out my check for the payment.

Speaker speaker_0: Yes, ma'am. That's what I'm saying. We haven't received that payment yet. It could be, once again, that is being processed on the system and that's why you're not reflecting active yet, because the payment has not been received into our system. I'm not saying that they didn't take it out of your paycheck. I'm saying we have not received it yet,

because Wagner Staffing and Benefits Center Card is not the same company. We're separate. So they are supposed to send it over to our system or send it through us via mail. That payment has not been processed yet.

Speaker speaker_3: Okay.

Speaker speaker_0: And the other thing I wanted to add, so I show here that you went online on March 13th to make changes to your policy. Now, the reason why the address that we have on file is a 2050 Friendship instead of the 10- 801, sorry, Boothrow, because you changed it back to the 2050 Friendship. But you dropped the VIP Pro and that's currently pending. Were you trying to drop that VIP Pro?

Speaker speaker_3: I wasn't. I was just trying to figure out how to get my member ID. I don't know what I was doing, to be honest.

Speaker speaker_0: Okay.

Speaker speaker_3: I should have just called instead of messing with it.

Speaker speaker_0: I'll go ahead and process that cancellation and put in another request to add that VIP Pro in. Once it becomes active, you're more than likely going to have one to two weeks without the VIP Pro since that enrollment that you processed on the 13 has already been sent over to your staffing company system.

Speaker speaker_3: Okay.

Speaker speaker_0: All right. If you would like, you're more than welcome to call either later on the day today after 5:00 or calling back in tomorrow to see if we processed that payment and received it by then.

Speaker speaker_3: Okay.

Speaker speaker_0: But the, the only benefit card you had right now as well as the only plan active is that preventative. I did send you the benefit card.

Speaker speaker_3: You sent it to my email?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_3: All right. That's fine.

Speaker speaker_0: Was there anything else I can assist you with today?

Speaker speaker_3: No. That'll be all. Thank you.

Speaker speaker_0: Of course. Have a great day and thank you for your time today.