

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Yes, I am calling because I still have not received my insurance cards. Okay. What staffing company do you work with? Um, Clinical Staffing Resources. What are the last four of the social and the last name, please? 0576-Kindell, K-I-N-D-E-L-L. Okay. To make sure that I did get the right account, can you please verify your mailing address and your date of birth? Yeah. It's 6210 Greenleaf Lane, Temple Terrace, Florida 33617. And it's 1/4/71. I have a best phone number to reach you down as 419-674-1311. Yep. Radio holder, there's three minutes... And then, I have your email down as hd, your last name, 13@gmail.com. Yes. It's your main screen. I'm back. Welcome home. Okay. So, let me place you in a quick hold while I go ahead and download that card. I'll be right back. Okay? Okay. Thank you. This party is not toy. No. That's fine, but do you gotta do it on the radio? Seriously. Yeah, I'm fine with it being on the spot, but how? You're right. Thank you so much for holding. I went ahead and re-sent you that PDF file with your benefit card. It will be coming from our office info. I mean, sorry, office email, info@benefitsinacard.com. Okay. Let me know once you see it. It's gonna be title ID card. Okay, thank you. Of course. Do you want me to wait on the line to make sure you get it? Yes. Yes. Let me know when you see it. So, will this be a permanent card or this is just a temporary card? 'Cause I have a temporary card. I want a permanent card. It's the same thing, ma'am. So, there's no temporary card. The only difference between it is that it is a digital card rather than a physical card. Oh. 'Cause my friend just got... She just got all of her cards in the mail. I have never received mine in the mail and I want them in the mail. Like Jenny, does yours... Is yours like plastic? Yeah. Yeah, hers are plastic. So, your carrier would have sent that Friday of your activation week, which would have been January 24th. Unfortunately, your- Uh-huh, I didn't get that. I apologize for the inconvenience. Is this it? Unfortunately... Yes, ma'am. I apologize for the inconvenience. Unfortunately, per your carrier's policy, we have to wait at least 60 days before I can put in a request for a physical card to get to you. But the information on the digital one that I sent to you is the same one that the physical one will have. Okay, I already have that one though. I don't need it. But thank you. That... I mean, I just, I've been waiting for a long time. And I called before and I got the temporary card, and she told me that I would be getting the regular one again. And I still haven't got it. I called at least- And if- ... I would say at least six weeks ago. Yes, ma'am. The day that you called was the day when your carrier sent out the benefit card, was January 24th. So, if you have not received that, unfortunate- Okay, but I- Go ahead. I was just saying I've been active, I should have been active since November. So, your staffing company did not send any payments all the way to the month of November, December. When we received the very first payment by your- But they should have. I apologize. We don't have access to your paycheck, only your staffing company does. We're only an account administrator. Right. That

would be out of our hands. Right. Right, and I get that. I'm just saying it's just been a long time and I still have no insurance card. Okay, so- So, okay. So, so you put that in and I should get it within 60 days, right? No, ma'am. You misunderstood me. I cannot put in the request, per your carrier policy. In order for us to be able to put in a request for a physical card, you'll have to call in. Bear with me one moment while I count the days. Four, five, six, seven, eight... It will have to be by March 24th that we'll be able to put in a request for a physical card to be sent to you. I do apologize for those inconvenience. Yeah, because it should have been done the last time I called. So, the last time you called was when your carrier sent it out? We wouldn't be able to put in a request for a benefit card that was supposed to be sent out on that exact date. You're not getting it. I'm saying, why didn't I get it when she sent it out? Okay. That's what I'm asking. So, Ms. Kendall, I'm not sure if I'm just not explaining myself properly. January 24th- Yeah, you... You must not be. January 24th, which is the same day that you called in, is the day that your carrier- Mm-hmm. ... the owner of your plan, sent that benefit card out. Per that company policy, you can't put in a request for us to ask for them to send something that they are already sending out. I don't know if that makes sense. So the first thing I can do- But they didn't even send it out is what I'm telling you. They never- And I under- ... sent it. And I understand that, ma'am. That's what- Mm-hmm. ... I'm saying. I understand that on the 24th when you spoke with us, you thought we were putting in the request, but we were not. Per the notes, we updated the information that we have that's yours, but we can't put in a request for them to send something that your carrier is already sending out. I understand 100% that you're advising me you have never received the benefit card. But per your carrier's policy, they're not gonna approve it. I can most definitely send the request, but I cannot guarantee that it's gonna be approved. More than likely, they're gonna have to reach our front office and advise us that you're still within the timeframe where they cannot send another benefit card. If it was up to me, I will send it. I can still put it in- Right. ... but it will get denied. Okay. I understand what you're saying I think. But I am sitting right next to a nurse that just called... When did you call, Jenny? 'Cause she never got hers either. She called and she, she called two weeks ago, and she got hers in the mail. And she, they said they had no record of her whatsoever, but they were taking it out of her paycheck. And when we both called, we called the same day, and I was told that I was not in the open enrollment period. I had like made all of my things that I wanted, the dental, I had wanted, um, accident. And then the girl told me afterwards, she called me back and said, "Sorry, you weren't in the open enrollment time. You have to call back in June." And I was like, "Okay." And she said, "I'm going to send you a temporary card in your email, and then you will be getting the regular card, you know, through the mail." And I said, "Okay. Fine with that." Well, then next paycheck, I was still getting, you know, the 17 out like I should be for, um, this benefits in a card. And that was fine. But the girl next to me was getting \$55. Was it 55? Taken out of her check, but still had no proof of insurance, nothing. So she called them, and she signed up the same time as me, but they took out her dental, they took out her medical. And everything else that they told me I couldn't apply for right now because it wasn't open enrollment. We work for the same company. And she was hired in after me. So it doesn't make sense. And then you're telling me I can't have a proof of insurance because it's against policy, but she's got one. No, ma'am. What I'm telling you is that I can't put in a request for you to have a physical card 'cause the one that I sent you by email is proof of insurance. I'm not denying it for you. All right. I- I'm just advising you of the policy of your company. Like I said, I can still put in the mail request. But more than

likely, it will get denied. Please do that. Okay. Well, please do anyway. Thank you. Sure thing. It should take four weeks to get to you. Anything else that I can assist you with today? No. No. I appreciate it. Thank you. Have a great day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yes, I am calling because I still have not received my insurance cards.

Speaker speaker_0: Okay. What staffing company do you work with?

Speaker speaker_1: Um, Clinical Staffing Resources.

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

Speaker speaker_1: 0576-Kindell, K-I-N-D-E-L-L.

Speaker speaker_0: Okay. To make sure that I did get the right account, can you please verify your mailing address and your date of birth?

Speaker speaker_1: Yeah. It's 6210 Greenleaf Lane, Temple Terrace, Florida 33617. And it's 1/4/71.

Speaker speaker_0: I have a best phone number to reach you down as 419-674-1311.

Speaker speaker_1: Yep.

Speaker speaker_2: Radio holder, there's three minutes...

Speaker speaker_0: And then, I have your email down as hd, your last name, 13@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_2: It's your main screen.

Speaker speaker_3: I'm back. Welcome home.

Speaker speaker_0: Okay. So, let me place you in a quick hold while I go ahead and download that card. I'll be right back. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Thank you.

Speaker speaker_2: This party is not toy. No.

Speaker speaker_1: That's fine, but do you gotta do it on the radio? Seriously. Yeah, I'm fine with it being on the spot, but how? You're right.

Speaker speaker_0: Thank you so much for holding. I went ahead and re-sent you that PDF file with your benefit card. It will be coming from our office info. I mean, sorry, office email, info@benefitsinacard.com.

Speaker speaker_1: Okay.

Speaker speaker_0: Let me know once you see it. It's gonna be title ID card.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Of course. Do you want me to wait on the line to make sure you get it?

Speaker speaker_1: Yes. Yes.

Speaker speaker_0: Let me know when you see it.

Speaker speaker_1: So, will this be a permanent card or this is just a temporary card? 'Cause I have a temporary card. I want a permanent card.

Speaker speaker_0: It's the same thing, ma'am. So, there's no temporary card. The only difference between it is that it is a digital card rather than a physical card.

Speaker speaker_1: Oh. 'Cause my friend just got... She just got all of her cards in the mail. I have never received mine in the mail and I want them in the mail. Like Jenny, does yours... Is yours like plastic?

Speaker speaker_2: Yeah.

Speaker speaker_1: Yeah, hers are plastic.

Speaker speaker_0: So, your carrier would have sent that Friday of your activation week, which would have been January 24th. Unfortunately, your-

Speaker speaker_1: Uh-huh, I didn't get that.

Speaker speaker_0: I apologize for the inconvenience.

Speaker speaker_1: Is this it?

Speaker speaker_0: Unfortunately... Yes, ma'am. I apologize for the inconvenience. Unfortunately, per your carrier's policy, we have to wait at least 60 days before I can put in a request for a physical card to get to you. But the information on the digital one that I sent to you is the same one that the physical one will have.

Speaker speaker_1: Okay, I already have that one though. I don't need it. But thank you. That... I mean, I just, I've been waiting for a long time. And I called before and I got the temporary card, and she told me that I would be getting the regular one again. And I still haven't got it. I called at least-

Speaker speaker_0: And if-

Speaker speaker_1: ... I would say at least six weeks ago.

Speaker speaker_0: Yes, ma'am. The day that you called was the day when your carrier sent out the benefit card, was January 24th. So, if you have not received that, unfortunate-

Speaker speaker_1: Okay, but I-

Speaker speaker_0: Go ahead.

Speaker speaker_1: I was just saying I've been active, I should have been active since November.

Speaker speaker_0: So, your staffing company did not send any payments all the way to the month of November, December. When we received the very first payment by your-

Speaker speaker_1: But they should have.

Speaker speaker_0: I apologize. We don't have access to your paycheck, only your staffing company does. We're only an account administrator.

Speaker speaker_1: Right.

Speaker speaker_0: That would be out of our hands.

Speaker speaker_1: Right. Right, and I get that. I'm just saying it's just been a long time and I still have no insurance card.

Speaker speaker_0: Okay, so-

Speaker speaker_1: So, okay. So, so you put that in and I should get it within 60 days, right?

Speaker speaker_0: No, ma'am. You misunderstood me. I cannot put in the request, per your carrier policy. In order for us to be able to put in a request for a physical card, you'll have to call in. Bear with me one moment while I count the days. Four, five, six, seven, eight... It will have to be by March 24th that we'll be able to put in a request for a physical card to be sent to you. I do apologize for those inconvenience.

Speaker speaker_1: Yeah, because it should have been done the last time I called.

Speaker speaker_0: So, the last time you called was when your carrier sent it out? We wouldn't be able to put in a request for a benefit card that was supposed to be sent out on that exact date.

Speaker speaker_1: You're not getting it. I'm saying, why didn't I get it when she sent it out?

Speaker speaker_0: Okay.

Speaker speaker_1: That's what I'm asking.

Speaker speaker_0: So, Ms. Kendall, I'm not sure if I'm just not explaining myself properly. January 24th-

Speaker speaker_1: Yeah, you... You must not be.

Speaker speaker_0: January 24th, which is the same day that you called in, is the day that your carrier-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... the owner of your plan, sent that benefit card out. Per that company policy, you can't put in a request for us to ask for them to send something that they are already sending out. I don't know if that makes sense. So the first thing I can do-

Speaker speaker_1: But they didn't even send it out is what I'm telling you. They never-

Speaker speaker_0: And I under-

Speaker speaker_1: ... sent it.

Speaker speaker_0: And I understand that, ma'am. That's what-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... I'm saying. I understand that on the 24th when you spoke with us, you thought we were putting in the request, but we were not. Per the notes, we updated the information that we have that's yours, but we can't put in a request for them to send something that your carrier is already sending out. I understand 100% that you're advising me you have never received the benefit card. But per your carrier's policy, they're not gonna approve it. I can most definitely send the request, but I cannot guarantee that it's gonna be approved. More than likely, they're gonna have to reach our front office and advise us that you're still within the timeframe where they cannot send another benefit card. If it was up to me, I will send it. I can still put it in-

Speaker speaker_1: Right.

Speaker speaker_0: ... but it will get denied.

Speaker speaker_1: Okay. I understand what you're saying I think. But I am sitting right next to a nurse that just called... When did you call, Jenny? 'Cause she never got hers either. She called and she, she called two weeks ago, and she got hers in the mail. And she, they said they had no record of her whatsoever, but they were taking it out of her paycheck. And when we both called, we called the same day, and I was told that I was not in the open enrollment period. I had like made all of my things that I wanted, the dental, I had wanted, um, accident. And then the girl told me afterwards, she called me back and said, "Sorry, you weren't in the open enrollment time. You have to call back in June." And I was like, "Okay." And she said, "I'm going to send you a temporary card in your email, and then you will be getting the regular card, you know, through the mail." And I said, "Okay. Fine with that." Well, then next paycheck, I was still getting, you know, the 17 out like I should be for, um, this benefits in a card. And that was fine. But the girl next to me was getting \$55. Was it 55? Taken out of her check, but still had no proof of insurance, nothing. So she called them, and she signed up the same time as me, but they took out her dental, they took out her medical. And everything else that they told me I couldn't apply for right now because it wasn't open enrollment. We work for the same company. And she was hired in after me. So it doesn't make sense. And then you're telling me I can't have a proof of insurance because it's against policy, but she's got one.

Speaker speaker_0: No, ma'am. What I'm telling you is that I can't put in a request for you to have a physical card 'cause the one that I sent you by email is proof of insurance. I'm not

denying it for you.

Speaker speaker_1: All right. I-

Speaker speaker_0: I'm just advising you of the policy of your company. Like I said, I can still put in the mail request. But more than likely, it will get denied.

Speaker speaker_1: Please do that.

Speaker speaker_0: Okay.

Speaker speaker_1: Well, please do anyway. Thank you.

Speaker speaker_0: Sure thing. It should take four weeks to get to you. Anything else that I can assist you with today?

Speaker speaker_1: No. No. I appreciate it. Thank you.

Speaker speaker_0: Have a great day.