

Transcript: Franchesca

Baez-6696352508854272-5384462977515520

Full Transcript

Thank you for calling Benefits 10-0-9. My name is Francesca. How can I assist you today? Yes, ma'am. How are you doing today? Good. How are you? Good. Good, good, good. Uh, so I received a text message saying that, um, there were no deductions. Um, something about deductions not... oh, a lapse, lapse, a lapse in, um, the coverage for the last two weeks. Yes, ma'am. And I can give you my details, that way you can, uh, pull up my information, if that's okay. Sure thing. What staffing company do you work with? Uh, it's Oxford, Oxford- Can I have the last four of the social? Resources 0766. And the last name? U-K-O. Please verify the mailing address and date of birth to make sure I have the right account. All right. Uh, 314 B Change Bridge Road, Pine Brook, New Jersey 07058. And what is the date of birth? 022678. We have a phone number down as 678-541-1137. Yes. That's correct. We have your email down as your first name underscore last name at yahoo.com. Yes. All righty. How can we help you today? Yes. Uh, so I received a text message saying that, uh, there's been a lapse in coverage. So I just wanted to, I guess, uh, I'm not sure if, uh, Oxford inform you all. But, um, yes, I'm no longer with Oxford. Okay. So you're gonna receive a couple of those messages till it hits five weeks- Yeah. ... consecutive of no payment. By then, the fifth Monday, the policy will cancel itself out. Oh, okay. Five bo- five weeks straight? Yes, ma'am. By the fifth Monday, then it'll cancel itself. Oh, I see. I see. And another thing I wanted to check with you, um, 'cause my son, he had an appointment, radiology appointment that was, I think, two weeks before my, um, end date with Oxford. Um, so I did receive a bill. Are you seeing anything in your system or is there a different department I need to speak with? 'Cause they sent me something like a notice that, something about no coverage, something like that. I'm not sure what that meant. Yes, ma'am. So we only administer the benefit. You'll have to speak with your carrier directly in regards to it. Oh. Oh. Oh, oh, okay. Is there any... Hmm? Is there any carrier name on that letter you received, like 90 Degree or American Public Life APL? Yeah. 90 Degree. Yes, yes, yes. That's the one. That, those are the people I need to speak with, right? If it has that name on that billing, yes, I would recommend speaking with them if you want to know why it was declined. Uh, it, it didn't say declined. It was just saying something along, um, the lines of, "This is not a bill, but we just want to let you know that, uh, we received this, um, statement." I'm like, "Okay." But I'll call them. I'll call them tomorrow to get more clarity on what's going on. Yeah. Promise then? All right. Thank you so much for your help. You're welcome. Have a great day. You too. Take care. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10-0-9. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yes, ma'am. How are you doing today?

Speaker speaker_0: Good. How are you?

Speaker speaker_1: Good. Good, good, good. Uh, so I received a text message saying that, um, there were no deductions. Um, something about deductions not... oh, a lapse, lapse, a lapse in, um, the coverage for the last two weeks.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: And I can give you my details, that way you can, uh, pull up my information, if that's okay.

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

Speaker speaker_1: Uh, it's Oxford, Oxford-

Speaker speaker_0: Can I have the last four of the social?

Speaker speaker_1: Resources 0766.

Speaker speaker_0: And the last name?

Speaker speaker_1: U-K-O.

Speaker speaker_0: Please verify the mailing address and date of birth to make sure I have the right account.

Speaker speaker_1: All right. Uh, 314 B Change Bridge Road, Pine Brook, New Jersey 07058.

Speaker speaker_0: And what is the date of birth?

Speaker speaker_1: 022678.

Speaker speaker_0: We have a phone number down as 678-541-1137.

Speaker speaker_1: Yes. That's correct.

Speaker speaker_0: We have your email down as your first name underscore last name at yahoo.com.

Speaker speaker_1: Yes.

Speaker speaker_0: All righty. How can we help you today?

Speaker speaker_1: Yes. Uh, so I received a text message saying that, uh, there's been a lapse in coverage. So I just wanted to, I guess, uh, I'm not sure if, uh, Oxford inform you all. But, um, yes, I'm no longer with Oxford.

Speaker speaker_0: Okay. So you're gonna receive a couple of those messages till it hits five weeks-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... consecutive of no payment. By then, the fifth Monday, the policy will cancel itself out.

Speaker speaker_1: Oh, okay. Five bo- five weeks straight?

Speaker speaker_0: Yes, ma'am. By the fifth Monday, then it'll cancel itself.

Speaker speaker_1: Oh, I see. I see. And another thing I wanted to check with you, um, 'cause my son, he had an appointment, radiology appointment that was, I think, two weeks before my, um, end date with Oxford. Um, so I did receive a bill. Are you seeing anything in your system or is there a different department I need to speak with? 'Cause they sent me something like a notice that, something about no coverage, something like that. I'm not sure what that meant.

Speaker speaker_0: Yes, ma'am. So we only administer the benefit. You'll have to speak with your carrier directly in regards to it.

Speaker speaker_1: Oh. Oh. Oh, oh, okay.

Speaker speaker_0: Is there any... Hmm? Is there any carrier name on that letter you received, like 90 Degree or American Public Life APL?

Speaker speaker_1: Yeah. 90 Degree. Yes, yes, yes. That's the one. That, those are the people I need to speak with, right?

Speaker speaker_0: If it has that name on that billing, yes, I would recommend speaking with them if you want to know why it was declined.

Speaker speaker_1: Uh, it, it didn't say declined. It was just saying something along, um, the lines of, "This is not a bill, but we just want to let you know that, uh, we received this, um, statement." I'm like, "Okay." But I'll call them. I'll call them tomorrow to get more clarity on what's going on. Yeah.

Speaker speaker_0: Promise then?

Speaker speaker_1: All right. Thank you so much for your help.

Speaker speaker_0: You're welcome. Have a great day.

Speaker speaker_1: You too. Take care. Bye-bye.

Speaker speaker_0: Bye-bye.