

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, yes. This is, uh, Christopher Ray. I'm calling because I just, uh, found out you guys are taking out for medical, optical, dental and, uh, r... what is it? Let's see. TellRx, I opted out of that when they... I said, "No, I don't need it" the, the day you guys, um, texted or whatever. And you guys told me- Yeah, let me start going through your file. All right. What's the staffing agency you work for? Uh, Surge. And the last four of your Social? 5524. And what was your first and last name? Christopher Ray. And for security purposes, could you verify your home address, including city, state and zip code, Mr. Ray? Uh, yes. Let's see, it's, um... Yeah, 2... 280 Granite Circle, um, uh, Albertville, Alabama. Uh, the 4... uh, 35950. And confirm your date of birth? April 6th, 1973. And a good telephone number have is 586-843-4561? Yes. And the email have is cray461973 at gmail? Y- yes, sir. Okay, so let's see here. So, looking at the file, it looks like you're court ordered to have coverage for employee plus child, so that's why you are enrolled. I don't understand that, because I already have my own insurance through, like, Alabama and when I just called them, they don't... This is news to me. You're not paying my child support. I totally understand. It's just, we received a court order from the issuing agency letting us know you needed, uh, employee plus child coverage. I mean, I can provide you with the court's telephone number, if need be. Uh, yes, please, because... Um, so I'm paying for my own medical through somebody else, and paying for my medical here. And then, if that's the case, why haven't I got any medical cards or anything from you guys, saying what doctor to go to, what my plan is, anything? I haven't received nothing. Um, well, the reason why you haven't received anything is because you just became active in the coverage as of last Monday, the 31st, so you should be receiving that information over the next few days. Hm. So, you guys take out... Well, it says you guys took out so far almost \$200 something. Uh, w- If it's just active, why am I... So it says right here, um, the dental. So far, year to date, you took out 22.02. Uh, what else? Let's see. The med... I have a, what? Med STD, whatever, 54.56. Um, NEC TellRx, 44.78. Yes, sir, because your total premium weekly is \$65.59, so doubling that would be \$130 something, give or take. And I- And like I said, you just became active last Monday. So now, basically I'm in violation. I gotta pay... I gotta actually have to pay all this other shit back through my other insurance because it's due, like State of Alabama. Uh, no, I don't think so. Now, I don't wanna add this other- Uh, no, honestly, I don't remember- Now, I don't wanna add this other, most of this other insurance, because I'm paying on it too. I totally understand. It's just, I honestly don't know. But, like I said, I can provide you with the court's telephone number so you can contact them to get this situation figured out. Yes, please. Okay. Uh, just let me know whenever you're ready. Um, I'm ready. Okay, so the telephone number to the court is 586... Okay. 586... 469... 469... 5160. 5160. So it's 586-469-5160? Correct. Yes, sir. All right. Thank you. You're welcome. Have a great day, okay? Y- you too.

Bye now. All right, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Uh, yes. This is, uh, Christopher Ray. I'm calling because I just, uh, found out you guys are taking out for medical, optical, dental and, uh, r... what is it? Let's see. TellRx, I opted out of that when they... I said, "No, I don't need it" the, the day you guys, um, texted or whatever. And you guys told me-

Speaker speaker_0: Yeah, let me start going through your file.

Speaker speaker_1: All right.

Speaker speaker_0: What's the staffing agency you work for?

Speaker speaker_1: Uh, Surge.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 5524.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Christopher Ray.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, Mr. Ray?

Speaker speaker_1: Uh, yes. Let's see, it's, um... Yeah, 2... 280 Granite Circle, um, uh, Albertville, Alabama. Uh, the 4... uh, 35950.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: April 6th, 1973.

Speaker speaker_0: And a good telephone number have is 586-843-4561?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email have is cray461973 at gmail?

Speaker speaker_1: Y- yes, sir.

Speaker speaker_0: Okay, so let's see here. So, looking at the file, it looks like you're court ordered to have coverage for employee plus child, so that's why you are enrolled.

Speaker speaker_1: I don't understand that, because I already have my own insurance through, like, Alabama and when I just called them, they don't... This is news to me. You're not paying my child support.

Speaker speaker_0: I totally understand. It's just, we received a court order from the issuing agency letting us know you needed, uh, employee plus child coverage. I mean, I can provide you with the court's telephone number, if need be.

Speaker speaker_1: Uh, yes, please, because... Um, so I'm paying for my own medical through somebody else, and paying for my medical here. And then, if that's the case, why haven't I got any medical cards or anything from you guys, saying what doctor to go to, what my plan is, anything? I haven't received nothing.

Speaker speaker_0: Um, well, the reason why you haven't received anything is because you just became active in the coverage as of last Monday, the 31st, so you should be receiving that information over the next few days.

Speaker speaker_1: Hm. So, you guys take out... Well, it says you guys took out so far almost \$200 something.

Speaker speaker_0: Uh, w-

Speaker speaker_1: If it's just active, why am I... So it says right here, um, the dental. So far, year to date, you took out 22.02. Uh, what else? Let's see. The med... I have a, what? Med STD, whatever, 54.56. Um, NEC TellRx, 44.78.

Speaker speaker_0: Yes, sir, because your total premium weekly is \$65.59, so doubling that would be \$130 something, give or take.

Speaker speaker_1: And I-

Speaker speaker_0: And like I said, you just became active last Monday.

Speaker speaker_1: So now, basically I'm in violation. I gotta pay... I gotta actually have to pay all this other shit back through my other insurance because it's due, like State of Alabama.

Speaker speaker_0: Uh, no, I don't think so.

Speaker speaker_1: Now, I don't wanna add this other-

Speaker speaker_0: Uh, no, honestly, I don't remember-

Speaker speaker_1: Now, I don't wanna add this other, most of this other insurance, because I'm paying on it too.

Speaker speaker_0: I totally understand. It's just, I honestly don't know. But, like I said, I can provide you with the court's telephone number so you can contact them to get this situation figured out.

Speaker speaker_1: Yes, please.

Speaker speaker_0: Okay. Uh, just let me know whenever you're ready.

Speaker speaker_1: Um, I'm ready.

Speaker speaker_0: Okay, so the telephone number to the court is 586...

Speaker speaker_1: Okay. 586...

Speaker speaker_0: 469...

Speaker speaker_1: 469...

Speaker speaker_0: 5160.

Speaker speaker_1: 5160. So it's 586-469-5160?

Speaker speaker_0: Correct. Yes, sir.

Speaker speaker_1: All right. Thank you.

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

Speaker speaker_1: Y- you too. Bye now.

Speaker speaker_0: All right, bye-bye.