

Transcript: Justin

Mills-4965625494290432-5430773954691072

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, I'm calling as a company administrator, and I wanted to check the status of an employee's health insurance. Okay. What's the employee's first and last name? Miriam, M-I-R-I-A-M. Uh, last name is Drillman, D-R-I-L-L-M-A-N. And confirm their date of birth. Uh, let me find it. It's not here on the form. 1-0-8-0-1. So let's see here. So it looks like Miriam is enrolled in the benefits offered through Nor Staffing, however, checking the calendar for last week and this week, looks like Nor Staffing overtook deductions from the member, so they're not currently active right now. So we're waiting on Nor Staffing to fix that issue. Um, yeah- They did what? What did they do? Huh? So, it looks like Nor Staffing overtook deductions off him. Uh, the total transaction was \$89.33 when his total premium was \$41.95. So if anything, we're waiting on billing to fix that issue. Okay. So, sounds like a deduction issue on our end, but wouldn't she get her basic coverage? I just- Uh- ... I, I think that there's been a deduction issue. I'm not really quite sure why. Um- Okay. ... for the whole time that she's been enrolled. Uh, I manually fixed it last week in the system. So, now if it's... Um, so honestly, this may be more of an account manager thing. Um, this is just the customer service department, so we're only given a limited amount of information. Um, so what I can do, I can provide you with our account manager's email, um, so you can reach out to them specifically regarding this. Meredith? Correct. I believe I mentioned it to her, yeah. Um- Okay. I can send an email to Meredith and ask that, uh, inform her that you reached out to her. What was your name again? Maria. Last name Quevedo, Q-U-E-V-E-D-O. And so, once I let accounting know that she should be... her coverage should be fine. She should be refunded for any overages, and, eh, she's just been waiting for her digital. She hasn't had it, gotten any of her enrollment materials. So to her, it's like she hasn't been enrolled in insurance at all. She's pretty frustrated. I totally understand. Um, so like I said, let me reach out to Meredith to see what is going on with this issue. Um, and I have, I can have Meredith reach out to you, Maria. Okay? Okay. Sounds good. Thank you very much. You're welcome. You have a great day, okay? You too. Bye.

Conversation Format

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

Speaker speaker_1: Hi, I'm calling as a company administrator, and I wanted to check the status of an employee's health insurance.

Speaker speaker_0: Okay. What's the employee's first and last name?

Speaker speaker_1: Miriam, M-I-R-I-A-M. Uh, last name is Drillman, D-R-I-L-L-M-A-N.

Speaker speaker_0: And confirm their date of birth.

Speaker speaker_1: Uh, let me find it. It's not here on the form. 1-0-8-0-1.

Speaker speaker_0: So let's see here. So it looks like Miriam is enrolled in the benefits offered through Nor Staffing, however, checking the calendar for last week and this week, looks like Nor Staffing overtook deductions from the member, so they're not currently active right now. So we're waiting on Nor Staffing to fix that issue. Um, yeah-

Speaker speaker_1: They did what? What did they do? Huh?

Speaker speaker_0: So, it looks like Nor Staffing overtook deductions off him. Uh, the total transaction was \$89.33 when his total premium was \$41.95. So if anything, we're waiting on billing to fix that issue.

Speaker speaker_1: Okay. So, sounds like a deduction issue on our end, but wouldn't she get her basic coverage? I just-

Speaker speaker_0: Uh-

Speaker speaker_1: ... I, I think that there's been a deduction issue. I'm not really quite sure why. Um-

Speaker speaker_0: Okay.

Speaker speaker_1: ...

Speaker speaker_2: ... for the whole time that she's been enrolled. Uh, I manually fixed it last week in the system. So, now if it's...

Speaker speaker_0: Um, so honestly, this may be more of an account manager thing. Um, this is just the customer service department, so we're only given a limited amount of information. Um, so what I can do, I can provide you with our account manager's email, um, so you can reach out to them specifically regarding this.

Speaker speaker_1: Meredith?

Speaker speaker_0: Correct.

Speaker speaker_1: I believe I mentioned it to her, yeah. Um-

Speaker speaker_0: Okay. I can send an email to Meredith and ask that, uh, inform her that you reached out to her. What was your name again?

Speaker speaker_1: Maria. Last name Quevedo, Q-U-E-V-E-D-O. And so, once I let accounting know that she should be... her coverage should be fine. She should be refunded for any overages, and, eh, she's just been waiting for her digital. She hasn't had it, gotten any of her enrollment materials. So to her, it's like she hasn't been enrolled in insurance at all. She's pretty frustrated.

Speaker speaker_0: I totally understand. Um, so like I said, let me reach out to Meredith to see what is going on with this issue. Um, and I have, I can have Meredith reach out to you, Maria. Okay?

Speaker speaker_1: Okay. Sounds good. Thank you very much.

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

Speaker speaker_1: You too. Bye.