

Transcript: Justin

Mills-6472386368978944-5344461368279040

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello, yes, Justin, how can I help you today? Uh, yeah, Justin, I got a, uh, a email that said that I had a lapse in coverage and I didn't receive a payment, um, last week, and that's because, um, I'm with Hamilton Record, so that was the Thanksgiving holiday, so I didn't work any of them. So that was the reason why there was no deductions done on it. I was trying to, I guess, get an update on it, I guess. Okay. Uh, well, yeah, the email or text message you received was just letting you know that Partners didn't make a deduction or Hamilton Record didn't make a deduction on you, so you're not active in the benefits for that week. However, if you're back working and receiving a paycheck this week, uh, deductions should pick up like normal. Okay. Let me just... Uh, Justin, I did go to the doctor Tuesday, and let me see. No, no, I went to the doctor Monday for a Healthy You. Uh, was I covered that Tuesday? Uh, let me try pulling your file. Uh, what's the last four of your Social? Uh, 6002. And what was your first and last name? First name Bent, last name Mixon. Okay. And for security purposes, could you verify the home address, including city, state and zip code, Mr. Mixon? Yeah. The address is 2035 Lawn Road, Camden, Mississippi 39045. And your date of birth? Uh, October the 9th, 1964. I think your telephone number has a 662-315-6244. Yes, that's correct. And the email has mixin_28Hotmail? Yes. Okay. Um, so checking the calendar, it looks like you didn't have active coverage for that visit. Okay. You know what? Yeah, I did not know that. Um, so what does that mean? Do I have to pay things if... They're gonna send me a bill for that visit? Uh, no, sir. What I can do, I can accept a direct payment right now, um, and then once the care... or once the provider resubmits the claim, they, it will show you have active coverage for that visit. Okay. Okay. I did not know that. I could... I could have rescheduled that Healthy You some other time if I had known this. I've only been with Hamilton Record for four months, so I didn't know this. Totally understand. Um, well, anyway, they can take it out of my check tomorrow? Um, so if they take it out of your check for tomorrow, you'll have active benefits for next week, the 16th through the 22nd, because it's on a weekly basis. Oh, okay. Okay. Okay. Okay. That's great. Uh, I did not know that. That's great. Now I gotta pay anyway. Um, do you know... Do you happen to know how much the Healthy You is? Did you know how much that is? Um, so your total premium is \$31.67. Okay. Oh, okay. Oh, I'm sorry. I was trying to, um, uh, you know, I don't know, think back on the, the provided, uh, the provided file. I'm trying to see how much a typical Healthy You visit costs and it's probably more than \$31 an hour. Oh, I thought you were asking what your premium was. No. To answer that question- Oh, sorry. ... I honestly don't know the answer to that. Okay. Okay. Let me check. I can't believe this. All I had to do is just go that, uh, another week or month. That's crazy. Um, I don't know. Healthy You probably gonna cost me \$31 a month. Can I pay it tomorrow? Yeah, you can pay it tomorrow. Yes, sir. Yeah, let me, let me do, let me pay it tomorrow. So I'll call y'all, I'll call y'all

back and I'll pay it tomorrow. Okay. Well, is there anything else I can help you with today, Ben? No, Justin, I appreciate you, sir. Thank you so much. You're welcome. You have a great day, okay? All right. You do the same now. Thank you. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hello, yes, Justin, how can I help you today?

Speaker speaker_2: Uh, yeah, Justin, I got a, uh, a email that said that I had a lapse in coverage and I didn't receive a payment, um, last week, and that's because, um, I'm with Hamilton Record, so that was the Thanksgiving holiday, so I didn't work any of them. So that was the reason why there was no deductions done on it. I was trying to, I guess, get an update on it, I guess.

Speaker speaker_1: Okay. Uh, well, yeah, the email or text message you received was just letting you know that Partners didn't make a deduction or Hamilton Record didn't make a deduction on you, so you're not active in the benefits for that week. However, if you're back working and receiving a paycheck this week, uh, deductions should pick up like normal.

Speaker speaker_2: Okay. Let me just... Uh, Justin, I did go to the doctor Tuesday, and let me see. No, no, I went to the doctor Monday for a Healthy You. Uh, was I covered that Tuesday?

Speaker speaker_1: Uh, let me try pulling your file. Uh, what's the last four of your Social?

Speaker speaker_2: Uh, 6002.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: First name Bent, last name Mixon.

Speaker speaker_1: Okay. And for security purposes, could you verify the home address, including city, state and zip code, Mr. Mixon?

Speaker speaker_2: Yeah. The address is 2035 Lawn Road, Camden, Mississippi 39045.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: Uh, October the 9th, 1964.

Speaker speaker_1: I think your telephone number has a 662-315-6244.

Speaker speaker_2: Yes, that's correct.

Speaker speaker_1: And the email has mixin_28Hotmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, so checking the calendar, it looks like you didn't have active coverage for that visit.

Speaker speaker_2: Okay. You know what? Yeah, I did not know that. Um, so wh- what does that mean? Do I have to pay things if... They're gonna send me a bill for that visit?

Speaker speaker_1: Uh, no, sir. What I can do, I can accept a direct payment right now, um, and then once the care... or once the provider resubmits the claim, they, it will show you have active coverage for that visit.

Speaker speaker_2: Okay. Okay. I did not know that. I could... I could have rescheduled that Healthy You some other time if I had known this. I've only been with Hamilton Record for four months, so I didn't know this.

Speaker speaker_1: Totally understand.

Speaker speaker_2: Um, well, anyway, they can take it out of my check tomorrow?

Speaker speaker_1: Um, so if they take it out of your check for tomorrow, you'll have active benefits for next week, the 16th through the 22nd, because it's on a weekly basis.

Speaker speaker_2: Oh, okay. Okay. Okay. Okay. That's great. Uh, I did not know that. That's great. Now I gotta pay anyway. Um, do you know... Do you happen to know how much the Healthy You is? Did you know how much that is?

Speaker speaker_1: Um, so your total premium is \$31.67.

Speaker speaker_2: Okay. Oh, okay. Oh, I'm sorry. I was trying to, um, uh, you know, I don't know, think back on the, the provided, uh, the provided file. I'm trying to see how much a typical Healthy You visit costs and it's probably more than \$31 an hour.

Speaker speaker_1: Oh, I thought you were asking what your premium was. No. To answer that question-

Speaker speaker_2: Oh, sorry.

Speaker speaker_1: ... I honestly don't know the answer to that.

Speaker speaker_2: Okay. Okay. Let me check. I can't believe this. All I had to do is just go that, uh, another week or month. That's crazy. Um, I don't know. Healthy You probably gonna cost me \$31 a month. Can I pay it tomorrow?

Speaker speaker_1: Yeah, you can pay it tomorrow. Yes, sir.

Speaker speaker_2: Yeah, let me, let me do, let me pay it tomorrow. So I'll call y'all, I'll call y'all back and I'll pay it tomorrow.

Speaker speaker_1: Okay. Well, is there anything else I can help you with today, Ben?

Speaker speaker_2: No, Justin, I appreciate you, sir. Thank you so much.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: All right. You do the same now. Thank you.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye.