

Transcript: Malcolm

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Full Transcript

Tennessee Common Benefits and Insurance. This is Matt from... How can I help you? Hi, my name is Radika Simon. I have a policy with you guys. Um, I haven't received a card in the mail as yet. How long do, does a card normally take before it will be in- mailed out to you? One to two weeks from whenever you got enrolled into the coverage, or whenever the coverage became active. Okay, so I, I'm, I'm sure it's over two months now. What staffing company are you working for, ma'am? Unabated. What's the last four of your social? Um, 6717. First name? Radika. Last name? Simon. For security purposes, can you verify your address and date of birth for me? 919 4th Street, that spells L-N-N-I. Um, February 17, 1991. And can you verify with your full social? All right, I'm gonna give you the rest of it 'cause I wanna be sure I'm not done. So, it's 046-81-6717. Thank you. And what was your ad... What was your date of birth one more time, 'cause they had the wrong date in the system? February, February 17, 1991. Thank you. So we gotta get a phone number, 779-732-6462? Right. Gonna get email, it's s, my, uh, first name 261@gmail.com? Right. Yeah. So looks like your coverage just became active as of last Monday. It does take one to two weeks for your ID cards to get to you, so you should be receiving them soon. It was active last week Monday? You got... They became active on January 27th, yes, ma'am. Okay, um, would there be... So, okay, so I can't... That means I, I, I still can't use the insurance if I wanna go to a doctor or something? You could use it. I could see if your card is available digitally, then you can see why you might need a physical one. Sure, thank you. Which ones did you need? Pardon? Which ID card did you need? Did you need the dental, medical or vision? Medical. Great. You mind if I put you on brief hold while I get that for you? Sure. Thank you. He- are you there, Ms. Simon? Yes, I'm still here. I- I just sent those ID cards to your email. You sent it to my email? Yes, ma'am. Oh, oh. Let me scroll. Okay. I just saw it. Say again. I just see where you send the... "Thank you for, uh, claiming the benefit of the card." So you saw. Okay. So do you have... Well, you live in a home-owned apartment. I don't want to... Uh, well, the address that is... my card is, is the house, so. So that's my sister's house. Okay. I- was there anything else I can help you with today, Ms. Simon? Oh, no, that was just it, because I was really concerned about it knowing that that was being, uh, being deducted from my paycheck and I... My friend applied for hers and got hers like within two weeks' time. But mine took a longer time, so I was just wondering. But your c- your coverage just started last week, ma'am. So you should be, it should be arriving by the end of this week or you'll get it next week. Pardon? Your coverage just started last Monday, which has only been a week. It typically takes one to two weeks for your ID cards to get to you in the mail. Okay, but my question is how... Okay, how long after application does it normally take to, you know, be active or they'll accept the poli- they start the policy or whatever you guys call it? Because I applied for this probably two months ago. And it's been deducting from my paycheck from that time. Um, I don't know. So you've

been having coverage deducted since you got applied? Because in our system it doesn't show any deduction happened until January. 'Til January? Yeah, your first deduction didn't happen until January 27th. That's when I- Okay. And can you go back on, can you go back on the date to when I applied for it? Can you see when I applied for it? I cannot. You cannot? Okay, I can go in my paycheck. Let me tell y'all. I'm going to go in my paycheck, 'cause this is weird. This is really weird. Okay. Only thing that I see is that you selected to not participate and that's from... Let's see, this is 09/05/24. September? Yep. That's the only thing that we have on file. Okay. Okay. So I, I applied for it in September. Um, I guess I made a mistake on that time to say not, not ac- accepting. But when I realized that it wasn't being deducted from my paycheck, that's when I called them to let them know that I wasn't seeing it being deducted from my paycheck. So I call them like probably three weeks after that and they fixed it. Well, the lady that I spoke to, she said to me that she fixed it. And I'm going to go into my, I'm going to go into my paycheck and- They asked you were you calling on October 29th, 2024? Yes, sir. Again, when was it... Yes, sir. That's when I called to fix the, the, the issue. Yeah, I'm not sure what took you so long, but see it's really just the Innovative Staffing- Exactly. ... whenever they make those deductions. Typically, it only takes one to two weeks. Exactly, 'cause I called in October and when I spoke to the young lady, she was like, "Okay, you, you did select... This is what you selected." And she said, "Okay, I'm going to ensure that I fixed it." And she said, "Okay, so you're accepting that?" I said, "Yes, I'm accepting it." And then she's like, "Okay then my paycheck..." Let's see, this is... What date is this? This is January 29th, so it wouldn't be that one. I want to go back. All right, let's go back. All right. Now... I want to make sure. Okay, so this is... I'm going to go back to December. All right, here it goes. So it says big EE only & Medical, \$28.17. Can you say that again? So it says, big EE only, medical, \$28.07. So, so that was, that was deducted from my paycheck in December 29. I want to go back to the rest of them. Oh, why am I not seeing all my paychecks? I want to make sure. Yes, ma'am. You're fine. Go back to October. That's November. November. Okay. Okay, so this is from November... This is, I don't know, this was from November 20th and it says \$28.07. Okay. So what I'm going to do, I'm going to send you an email requesting a documentation, which is the pay stubs that you're referring to that shows proof that you were receiving these deductions, so we can get that investigation going, and see- Okay. ... why your coverage was not started back when those deductions were happening. Okay. Okay. I just sent that to your email. Usually about the investigation process took 20... take 24 to 48 hours. Once the review is over, I'll give you a call back and let you know what's been going on with that situation. Okay. So what, what do you want me to do with this email? Just send in the pictures of the ben- the deductions you are seeing from- Okay. ... back in November. Okay. Okay, so let me go back to November, 'cause that's as, that's as far as I can see. November 25th. Okay. Screenshot. Okay, I just sent it. Actually, once we receive it, it will start- it'll be reviewed and then an investigation process can start. All right. Do I need to, um, you know- ... erase anything from it or just send it the way it is, open? What do you mean send it? You shouldn't erase anything from it. Um, just, it's in my- Don't- don't alter any copies. Okay, okay. Just, that's all I wanted to know. Like, probably my personal information and stuff like that's within my paperwork, so. All right. Okay. Let me confirm this. Oh, is there anything else I can help you with today, Ms. Salmon? Um, no. Did you get the email? I wouldn't, personally wouldn't be able to tell you if we received it or not, because we're not, I'm not the one that handles that. Oh, okay. All right. Thank you. No problem, Ms. Salmon. If there's

nothing else, hope you have a great rest of your week. All right, thank you. Thank you. Bye.

Conversation Format

Speaker speaker_0: Tennessee Common Benefits and Insurance. This is Matt from... How can I help you?

Speaker speaker_1: Hi, my name is Radika Simon. I have a policy with you guys. Um, I haven't received a card in the mail as yet. How long do, does a card normally take before it will be in- mailed out to you?

Speaker speaker_0: One to two weeks from whenever you got enrolled into the coverage, or whenever the coverage became active.

Speaker speaker_1: Okay, so I, I'm, I'm sure it's over two months now.

Speaker speaker_0: What staffing company are you working for, ma'am?

Speaker speaker_1: Unabated.

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: Um, 6717.

Speaker speaker_0: First name?

Speaker speaker_1: Radika.

Speaker speaker_0: Last name?

Speaker speaker_1: Simon.

Speaker speaker_0: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: 919 4th Street, that spells L-N-N-I. Um, February 17, 1991.

Speaker speaker_0: And can you verify with your full social?

Speaker speaker_1: All right, I'm gonna give you the rest of it 'cause I wanna be sure I'm not done. So, it's 046-81-6717.

Speaker speaker_0: Thank you. And what was your ad... What was your date of birth one more time, 'cause they had the wrong date in the system?

Speaker speaker_1: February, February 17, 1991.

Speaker speaker_0: Thank you. So we gotta get a phone number, 779-732-6462?

Speaker speaker_1: Right.

Speaker speaker_0: Gonna get email, it's s, my, uh, first name 261@gmail.com?

Speaker speaker_1: Right.

Speaker speaker_0: Yeah. So looks like your coverage just became active as of last Monday. It does take one to two weeks for your ID cards to get to you, so you should be receiving them soon.

Speaker speaker_1: It was active last week Monday?

Speaker speaker_0: You got... They became active on January 27th, yes, ma'am.

Speaker speaker_1: Okay, um, would there be... So, okay, so I can't... That means I, I, I still can't use the insurance if I wanna go to a doctor or something?

Speaker speaker_0: You could use it. I could see if your card is available digitally, then you can see why you might need a physical one.

Speaker speaker_1: Sure, thank you.

Speaker speaker_0: Which ones did you need?

Speaker speaker_1: Pardon?

Speaker speaker_0: Which ID card did you need? Did you need the dental, medical or vision?

Speaker speaker_1: Medical.

Speaker speaker_0: Great. You mind if I put you on brief hold while I get that for you?

Speaker speaker_1: Sure.

Speaker speaker_0: Thank you. He- are you there, Ms. Simon?

Speaker speaker_1: Yes, I'm still here.

Speaker speaker_0: I- I just sent those ID cards to your email.

Speaker speaker_1: You sent it to my email?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Oh, oh. Let me scroll. Okay. I just saw it.

Speaker speaker_0: Say again.

Speaker speaker_1: I just see where you send the... "Thank you for, uh, claiming the benefit of the card." So you saw. Okay.

Speaker speaker_0: So do you have... Well, you live in a home-owned apartment.

Speaker speaker_1: I don't want to... Uh, well, the address that is... my card is, is the house, so. So that's my sister's house.

Speaker speaker_0: Okay. I- was there anything else I can help you with today, Ms. Simon?

Speaker speaker_1: Oh, no, that was just it, because I was really concerned about it knowing that that was being, uh, being deducted from my paycheck and I... My friend applied for hers and got hers like within two weeks' time. But mine took a longer time, so I was just wondering.

Speaker speaker_0: But your c- your coverage just started last week, ma'am. So you should be, it should be arriving by the end of this week or you'll get it next week.

Speaker speaker_1: Pardon?

Speaker speaker_0: Your coverage just started last Monday, which has only been a week. It typically takes one to two weeks for your ID cards to get to you in the mail.

Speaker speaker_1: Okay, but my question is how... Okay, how long after application does it normally take to, you know, be active or they'll accept the poli- they start the policy or whatever you guys call it? Because I applied for this probably two months abouts. And it's been deducting from my paycheck from that time. Um, I don't know.

Speaker speaker_0: So you've been having coverage deducted since you got applied? Because in our system it doesn't show any deduction happened until January.

Speaker speaker_1: 'Til January?

Speaker speaker_0: Yeah, your first deduction didn't happen until January 27th. That's when I-

Speaker speaker_1: Okay. And can you go back on, can you go back on the date to when I applied for it? Can you see when I applied for it?

Speaker speaker_0: I cannot.

Speaker speaker_1: You cannot? Okay, I can go in my paycheck. Let me tell y'all. I'm going to go in my paycheck, 'cause this is weird. This is really weird. Okay.

Speaker speaker_0: Only thing that I see is that you selected to not participate and that's from... Let's see, this is 09/05/24.

Speaker speaker_1: September?

Speaker speaker_0: Yep. That's the only thing that we have on file.

Speaker speaker_1: Okay. Okay. So I, I applied for it in September. Um, I guess I made a mistake on that time to say not, not ac- accepting. But when I realized that it wasn't being deducted from my paycheck, that's when I called them to let them know that I wasn't seeing it being deducted from my paycheck. So I call them like probably three weeks after that and they fixed it. Well, the lady that I spoke to, she said to me that she fixed it. And I'm going to go into my, I'm going to go into my paycheck and-

Speaker speaker_0: They asked you were you calling on October 29th, 2024?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Again, when was it...

Speaker speaker_1: Yes, sir. That's when I called to fix the, the, the issue.

Speaker speaker_0: Yeah, I'm not sure what took you so long, but see it's really just the Innovative Staffing-

Speaker speaker_1: Exactly.

Speaker speaker_0: ... whenever they make those deductions. Typically, it only takes one to two weeks.

Speaker speaker_1: Exactly, 'cause I called in October and when I spoke to the young lady, she was like, "Okay, you, you did select... This is what you selected." And she said, "Okay, I'm going to ensure that I fixed it." And she said, "Okay, so you're accepting that?" I said, "Yes, I'm accepting it." And then she's like, "Okay then my paycheck..." Let's see, this is... What date is this? This is January 29th, so it wouldn't be that one. I want to go back. All right, let's go back. All right. Now... I want to make sure. Okay, so this is... I'm going to go back to December. All right, here it goes. So it says big EE only & Medical, \$28.17.

Speaker speaker_0: Can you say that again?

Speaker speaker_1: So it says, big EE only, medical, \$28.07. So, so that was, that was deducted from my paycheck in December 29. I want to go back to the rest of them. Oh, why am I not seeing all my paychecks? I want to make sure.

Speaker speaker_0: Yes, ma'am. You're fine.

Speaker speaker_1: Go back to October. That's November. November. Okay. Okay, so this is from November... This is, I don't know, this was from November 20th and it says \$28.07.

Speaker speaker_0: Okay. So what I'm going to do, I'm going to send you an email requesting a documentation, which is the pay stubs that you're referring to that shows proof that you were receiving these deductions, so we can get that investigation going, and see-

Speaker speaker_1: Okay.

Speaker speaker_0: ... why your coverage was not started back when those deductions were happening.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. I just sent that to your email. Usually about the investigation process took 20... take 24 to 48 hours. Once the review is over, I'll give you a call back and let you know what's been going on with that situation.

Speaker speaker_1: Okay. So what, what do you want me to do with this email?

Speaker speaker_0: Just send in the pictures of the ben- the deductions you are seeing from-

Speaker speaker_1: Okay.

Speaker speaker_0: ... back in November.

Speaker speaker_1: Okay. Okay, so let me go back to November, 'cause that's as, that's as far as I can see. November 25th. Okay. Screenshot. Okay, I just sent it.

Speaker speaker_0: Actually, once we receive it, it will start- it'll be reviewed and then an investigation process can start.

Speaker speaker_1: All right. Do I need to, um, you know- ... erase anything from it or just send it the way it is, open?

Speaker speaker_0: What do you mean send it? You shouldn't erase anything from it.

Speaker speaker_1: Um, just, it's in my-

Speaker speaker_0: Don't- don't alter any copies.

Speaker speaker_1: Okay, okay. Just, that's all I wanted to know. Like, probably my personal information and stuff like that's within my paperwork, so.

Speaker speaker_0: All right.

Speaker speaker_1: Okay. Let me confirm this.

Speaker speaker_0: Oh, is there anything else I can help you with today, Ms. Salmon?

Speaker speaker_1: Um, no. Did you get the email?

Speaker speaker_0: I wouldn't, personally wouldn't be able to tell you if we received it or not, because we're not, I'm not the one that handles that.

Speaker speaker_1: Oh, okay. All right. Thank you.

Speaker speaker_0: No problem, Ms. Salmon. If there's nothing else, hope you have a great rest of your week.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: Thank you.

Speaker speaker_1: Bye.