

Transcript: Malcolm

Nash-6442139837186048-6737171450347520

Full Transcript

... address. This is Compassion 2 the Card, this is Malcolm, how can I help you? Um, yes. They... I got a message saying that, um, that I need to enroll my children because it wasn't showing up on my husband's account and we were... I guess the doctors were calling to confirm their status. But, uh, my husband's already enrolled us, so I don't know what's going on. Okay. You mind if I put you on a brief hold, ma'am? Sure. Thank you. Right. Are you there, ma'am? Yeah. So you say... You said it's under your husband's name? Yes, it is. All right. What's your... Are you in his coverage as well? Yes. All right. What is his name? His name is Ricardo, R-I-C-A-R-D-O, and the last name is Cervantes, C-E-R-V-A-N-T-E-S. Last four of the Social? It's 7313. Yeah. For security purposes, can you verify address and date of birth for me? Sure. It's 421 West 5th Street, Merced, California 95341. Date of birth is 8/3/1984. Oh, yeah. I spoke with you earlier today, ma'am, do you remember? No. I... I had so much stuff I don't remember. Okay. So it looks like the changes were made recently and it takes one to two weeks for the changes to happen. Yeah. So right now it's only showing, it's only showing you and him on the coverage because y'all had went in- Oh, I see. So will they still be covered then for these visits that they're... Because my daughter has to go see a doctor regarding her tonsillitis. So they won't be officially added on until one to two weeks because they... Right now it's just covering you and your, you and your husband, because that was the original enrollment. Oh. Mm-hmm. And since y'all put in a request for the changes to happen and changes take one to two weeks, and it looks like the changes- Well, originally it was them as well. He had all of us on it. So they weren't covered at that time either? Yes. Because we... Well, he's, he's been enrolled in this since we moved here and he put all my children on it as well. So they should have been covered with us. We had... He had a family thing he was paying because I seen the original thing and it, and it said all my children's name. Let's see. I'm looking at the enrollments right now. Mm-hmm. You mind if I put you on a brief hold while I review them? Sure, no problem. Thank you. How about that voice on the other side, what voice is it? Let me follow back. Okay. I haven't been on the phone. That was Marian in the office. I didn't know who was calling me. That's why I'm getting busy. Good damn, man. Hello? Yes, ma'am. So I'm just giving... I'm just taking you off hold for a quick moment and letting you know we're investigating this. And I may have to- Oh. ... give you a call back to give you an update on it. But I may have to- Okay. ... reach out to our back office 'cause it looks like a lotta changes were made and then it kinda confused the system- The- ... 'cause they're not sure what- Because what had happened- ... to happen. ... was that I guess they were rolling over to a new... Is that what it was, Ricardo? They were rolling over to a new company? And so they- Yeah. ... had open enrollment and we had to change everything over to the new thing. But our children were on it. I had just confirmed with my husband and he said yes, our children were on the old, um, whatever, the old insurance. Yes. Yes, sir. I see... Or I mean, yes, ma'am. I

see where that happened and I see where y- everybody... I can see where ev- you guys went in and made the changes happen. That's why I was saying- Mm-hmm. ... we'll have to investigate it 'cause a lot of changes were h- were happening at once. And maybe the system, it may have confused the system 'cause I see a bunch of dependents were added at, at multiple different times. So an- and I see- Well, because- ... that there's two different dependent, there's two dependent- Because I had called in. ... requests for the same dependent. I had called in and talked to somebody and she's the one that handled it all. Yes, ma'am. And I- Because I didn't know how to do it, so she took care of it all. So I don't know what she did on her end, but it was one of your representatives that handled the whole thing. Yes, ma'am. I understand. So what I'm gonna have to do, I'm gonna have to send this to the back office so they can see exactly what's going on in that scenario because there's a lot, there's a lot of confusion in the process of what... 'Cause it looks like it got canceled at some point and then it got re-enrolled. So I'm gonna have to s- send this to the back office so they can investigate and see what happened in this scenario. And how long is that gonna be? Typically it takes 24 to 48 hours. So she can't even use her pharmacy then to get her meds? Right now it does not show that she's on you guys' coverage. Wow. This is a mess. I don't know what she did, but it was a simple call just to say, "Hey, we're... Yes, we would like to roll over and I, I don't know what to do. Can... I need help." And she said, "Oh, no problem." All right. I guess. Mm-hmm. So as soon as we get a response, I will be calling you back. Okay. Is the 209-756-8801 a good phone number to call back? Um, no, go ahead and call me that because my husband's gonna be at work. He's at work or he's usually sleeping for work. All right, so what's a good phone number? Um, 809-756-8991. Just to confirm, you said 209-756-8991? Yes. Thank you. And what is your name, ma'am? Cindy Cervantes, the same as my husband's last name. Miss Cindy. All right, Miss Cindy. I will make sure I give you a call back as soon as I get some type of update. Okay, thank you. I really appreciate it. No problem. Thank you- Okay, have a good day. ... for calling. Have a good day. Thank you. Uh-huh. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: ... address.

Speaker speaker_1: This is Compassion 2 the Card, this is Malcolm, how can I help you?

Speaker speaker_0: Um, yes. They... I got a message saying that, um, that I need to enroll my children because it wasn't showing up on my husband's account and we were... I guess the doctors were calling to confirm their status. But, uh, my husband's already enrolled us, so I don't know what's going on.

Speaker speaker_1: Okay. You mind if I put you on a brief hold, ma'am?

Speaker speaker_0: Sure.

Speaker speaker_1: Thank you. Right. Are you there, ma'am?

Speaker speaker_0: Yeah.

Speaker speaker_1: So you say... You said it's under your husband's name?

Speaker speaker_0: Yes, it is.

Speaker speaker_1: All right. What's your... Are you in his coverage as well?

Speaker speaker_0: Yes.

Speaker speaker_1: All right. What is his name?

Speaker speaker_0: His name is Ricardo, R-I-C-A-R-D-O, and the last name is Cervantes, C-E-R-V-A-N-T-E-S.

Speaker speaker_1: Last four of the Social?

Speaker speaker_0: It's 7313.

Speaker speaker_1: Yeah. For security purposes, can you verify address and date of birth for me?

Speaker speaker_0: Sure. It's 421 West 5th Street, Merced, California 95341. Date of birth is 8/3/1984.

Speaker speaker_1: Oh, yeah. I spoke with you earlier today, ma'am, do you remember?

Speaker speaker_0: No. I... I had so much stuff I don't remember.

Speaker speaker_1: Okay. So it looks like the changes were made recently and it takes one to two weeks for the changes to happen.

Speaker speaker_0: Yeah.

Speaker speaker_1: So right now it's only showing, it's only showing you and him on the coverage because y'all had went in-

Speaker speaker_0: Oh, I see. So will they still be covered then for these visits that they're... Because my daughter has to go see a doctor regarding her tonsillitis.

Speaker speaker_1: So they won't be officially added on until one to two weeks because they... Right now it's just covering you and your, you and your husband, because that was the original enrollment.

Speaker speaker_0: Oh. Mm-hmm.

Speaker speaker_1: And since y'all put in a request for the changes to happen and changes take one to two weeks, and it looks like the changes-

Speaker speaker_0: Well, originally it was them as well. He had all of us on it. So they weren't covered at that time either?

Speaker speaker_1: Yes.

Speaker speaker_0: Because we... Well, he's, he's been enrolled in this since we moved here and he put all my children on it as well. So they should have been covered with us. We had...

He had a family thing he was paying because I seen the original thing and it, and it said all my children's name.

Speaker speaker_1: Let's see. I'm looking at the enrollments right now.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: You mind if I put you on a brief hold while I review them?

Speaker speaker_0: Sure, no problem.

Speaker speaker_1: Thank you.

Speaker speaker_2: How about that voice on the other side, what voice is it? Let me follow back.

Speaker speaker_3: Okay.

Speaker speaker_4: I haven't been on the phone. That was Marian in the office.

Speaker speaker_0: I didn't know who was calling me.

Speaker speaker_4: That's why I'm getting busy.

Speaker speaker_1: Good damn, man.

Speaker speaker_0: Hello?

Speaker speaker_1: Yes, ma'am. So I'm just giving... I'm just taking you off hold for a quick moment and letting you know we're investigating this. And I may have to-

Speaker speaker_0: Oh.

Speaker speaker_1: ... give you a call back to give you an update on it. But I may have to-

Speaker speaker_0: Okay.

Speaker speaker_1: ... reach out to our back office 'cause it looks like a lotta changes were made and then it kinda confused the system-

Speaker speaker_0: The-

Speaker speaker_1: ... 'cause they're not sure what-

Speaker speaker_0: Because what had happened-

Speaker speaker_1: ... to happen.

Speaker speaker_0: ... was that I guess they were rolling over to a new... Is that what it was, Ricardo? They were rolling over to a new company? And so they-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... had open enrollment and we had to change everything over to the new thing. But our children were on it. I had just confirmed with my husband and he said yes, our

children were on the old, um, whatever, the old insurance.

Speaker speaker_1: Yes. Yes, sir. I see... Or I mean, yes, ma'am. I see where that happened and I see where y- everybody... I can see where ev- you guys went in and made the changes happen. That's why I was saying-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... we'll have to investigate it 'cause a lot of changes were h- were happening at once. And maybe the system, it may have confused the system 'cause I see a bunch of dependents were added at, at multiple different times. So an- and I see-

Speaker speaker_0: Well, because-

Speaker speaker_1: ... that there's two different dependent, there's two dependent-

Speaker speaker_0: Because I had called in.

Speaker speaker_1: ... requests for the same dependent.

Speaker speaker_0: I had called in and talked to somebody and she's the one that handled it all.

Speaker speaker_1: Yes, ma'am. And I-

Speaker speaker_0: Because I didn't know how to do it, so she took care of it all. So I don't know what she did on her end, but it was one of your representatives that handled the whole thing.

Speaker speaker_1: Yes, ma'am. I understand. So what I'm gonna have to do, I'm gonna have to send this to the back office so they can see exactly what's going on in that scenario because there's a lot, there's a lot of confusion in the process of what... 'Cause it looks like it got canceled at some point and then it got re-enrolled. So I'm gonna have to s- send this to the back office so they can investigate and see what happened in this scenario.

Speaker speaker_0: And how long is that gonna be?

Speaker speaker_1: Typically it takes 24 to 48 hours.

Speaker speaker_0: So she can't even use her pharmacy then to get her meds?

Speaker speaker_1: Right now it does not show that she's on you guys' coverage.

Speaker speaker_0: Wow. This is a mess. I don't know what she did, but it was a simple call just to say, "Hey, we're... Yes, we would like to roll over and I, I don't know what to do. Can... I need help." And she said, "Oh, no problem." All right. I guess.

Speaker speaker_1: Mm-hmm. So as soon as we get a response, I will be calling you back.

Speaker speaker_0: Okay.

Speaker speaker_1: Is the 209-756-8801 a good phone number to call back?

Speaker speaker_0: Um, no, go ahead and call me that because my husband's gonna be at work. He's at work or he's usually sleeping for work.

Speaker speaker_1: All right, so what's a good phone number?

Speaker speaker_0: Um, 809-756-8991.

Speaker speaker_1: Just to confirm, you said 209-756-8991?

Speaker speaker_0: Yes.

Speaker speaker_1: Thank you. And what is your name, ma'am?

Speaker speaker_0: Cindy Cervantes, the same as my husband's last name.

Speaker speaker_1: Miss Cindy. All right, Miss Cindy. I will make sure I give you a call back as soon as I get some type of update.

Speaker speaker_0: Okay, thank you. I really appreciate it.

Speaker speaker_1: No problem. Thank you-

Speaker speaker_0: Okay, have a good day.

Speaker speaker_1: ... for calling. Have a good day. Thank you.

Speaker speaker_0: Uh-huh. Bye-bye.

Speaker speaker_1: Bye.