

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Awards. This is Pamela speaking. How may I help you? Hello. Um, I have insurance through my work and I never received a insurance card. I was just wondering how I can go about doing that. Sure. Mainly because of the plan that you selected, they sometimes don't send physical card, just, uh, digital. Who do you work for? Um, MAU Workforce Solutions. Okay, may I have the last four digits of your social? Uh, 1680. Your first and last name, ma'am? Cheyenne Lake. Ms. Lake, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? Um, I just updated it, so I think it should be 314 South Main Street. If not, it's 610 East Seneca Street. Okay. And do you know, uh, do you remember the city and state and the lot of this address? Um, it is Albion, Indiana and the lot code for that is Lot 38. Okay. And then it's 46701 for the zip. All right. We have a telephone number on file, 269-203-8706, 04, and your email is your first name 31 at gmail.com? Yep, um, the number is different. Okay. Is the one you're calling from a good number to reach you? Yes. Okay. And we could update the address as well? Mm-hmm. Can you tell me the new address? It's 314 South Main Street, Lot 18, Walkerville, Indiana and then 46795 I believe is the zip code. Okay, what about... All right. So, I don't see any enrollment for you here. When did you enroll in the benefits? Um, I started working there April 1st of this year, and then I had worked there previously before that as well. Let's see. I don't see any enrollment. Because when you, uh, uh, went and enrolled in April, you were out of your 30 days, um, open enrollment period. So, you were not able to be enrolled. I, well, I started in April, so I didn't get the insurance until I started in April. But what I'm saying, we receive a form back in April. I mean, A- not April, March 21st, and you went and enrolled in the group accident, vision, dental and the stay healthy plan. But back then when you tried to enroll, you were not on your personal open enrollment already had ended. Now the next open enrollment that you will be able to enroll, uh, let me see when this open enrollment for MAU. One second. I believe they do it in December. Well, it says I'm paying for it on my pay stub, so. And how much it says you pay? Think it's like 10, \$12, something like that. 'Cause I remember seeing- If you would be, if you would be enrolled in those plans, you would not be paying \$10. 'Cause when I selected it, it said that vision, dental and health were like under \$10 each. But the, the medical was 10.27, vision is \$2.15 and the dental is \$3.51 plus the accident which is \$2.04. The total will be 17.97. And those are the plan that you selected. Now I could send you an email with instruction of to send us back copies of your pay stub and we could check that. Okay. If you, if you think that that's what you're being charged for. Uh, I'm not sure what I'm being charged for. All I know is it says something about healthcare coverage. Not from us 'cause there's no enrollment here. And MAU did op-, will do open enrollment in December, mid-December. We don't have the exact date yet, uh, but that's

when it's gonna be the next open enrollment around there. So if... So, um, that's all I, I have here. Is there anything else I could do for you, ma'am? No, I'm just confused as why my HR representative is telling me I have insurance when you guys are telling me I don't have insurance. But yeah, I'm still paying for insurance. Like I said, if you would like I could go ahead and send you the, uh, send you the instructions. You could send us a copy of your pay stub and then we could take it from there. But as for what I can see here, that you're not enrolled with us. I don't see how that's possible, but whatever.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and Awards. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hello. Um, I have insurance through my work and I never received a insurance card. I was just wondering how I can go about doing that.

Speaker speaker_1: Sure. Mainly because of the plan that you selected, they sometimes don't send physical card, just, uh, digital. Who do you work for?

Speaker speaker_2: Um, MAU Workforce Solutions.

Speaker speaker_1: Okay, may I have the last four digits of your social?

Speaker speaker_2: Uh, 1680.

Speaker speaker_1: Your first and last name, ma'am?

Speaker speaker_2: Cheyenne Lake.

Speaker speaker_1: Ms. Lake, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_2: Um, I just updated it, so I think it should be 314 South Main Street. If not, it's 610 East Seneca Street.

Speaker speaker_1: Okay. And do you know, uh, do you remember the city and state and the lot of this address?

Speaker speaker_2: Um, it is Albion, Indiana and the lot code for that is Lot 38.

Speaker speaker_1: Okay.

Speaker speaker_2: And then it's 46701 for the zip.

Speaker speaker_1: All right. We have a telephone number on file, 269-203-8706, 04, and your email is your first name 31 at gmail.com?

Speaker speaker_2: Yep, um, the number is different.

Speaker speaker_1: Okay. Is the one you're calling from a good number to reach you?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And we could update the address as well?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Can you tell me the new address?

Speaker speaker_2: It's 314 South Main Street, Lot 18, Walkerville, Indiana and then 46795 I believe is the zip code.

Speaker speaker_1: Okay, what about... All right. So, I don't see any enrollment for you here. When did you enroll in the benefits?

Speaker speaker_2: Um, I started working there April 1st of this year, and then I had worked there previously before that as well.

Speaker speaker_1: Let's see. I don't see any enrollment. Because when you, uh, uh, went and enrolled in April, you were out of your 30 days, um, open enrollment period. So, you were not able to be enrolled.

Speaker speaker_2: I, well, I started in April, so I didn't get the insurance until I started in April.

Speaker speaker_1: But what I'm saying, we receive a form back in April. I mean, A- not April, March 21st, and you went and enrolled in the group accident, vision, dental and the stay healthy plan. But back then when you tried to enroll, you were not on your personal open enrollment already had ended. Now the next open enrollment that you will be able to enroll, uh, let me see when this open enrollment for MAU. One second. I believe they do it in December.

Speaker speaker_2: Well, it says I'm paying for it on my pay stub, so.

Speaker speaker_1: And how much it says you pay?

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Speaker speaker_1: If you would be, if you would be enrolled in those plans, you would not be paying \$10.

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Speaker speaker_1: But the, the medical was 10.27, vision is \$2.15 and the dental is \$3.51 plus the accident which is \$2.04. The total will be 17.97. And those are the plan that you selected. Now I could send you an email with instruction of to send us back copies of your pay stub and we could check that.

Speaker speaker_2: Okay.

Speaker speaker_1: If you, if you think that that's what you're being charged for.

Speaker speaker_2: Uh, I'm not sure what I'm being charged for. All I know is it says something about healthcare coverage.

Speaker speaker_1: Not from us 'cause there's no enrollment here. And MAU did op-, will do open enrollment in December, mid-December. We don't have the exact date yet, uh, but that's when it's gonna be the next open enrollment around there. So if... So, um, that's all I, I have here. Is there anything else I could do for you, ma'am?

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Speaker speaker_2: I don't see how that's possible, but whatever.