

Transcript: Pamela

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Full Transcript

Thank you for calling MedicalCard. This is Damaris speaking. How may I help you? Hi, um , my company recently, um, transitioned to Benefits in a card, and my insurance went, um, act- was activated today. I just wanted to hear more about my plan and get my insurance, uh, um, get my insurance card at least virtually until it comes in mail. Okay e- who do you work for? Norstaffing Group. Bear with me. Um, may I have the last four digits of your Social? Yeah, 7160. Your first and last name? Maryanne Drummond. Okay, Ms. Drummond, for security reasons, just to make sure we are in the correct file, I need to verify the complete address and date of birth. No problem. 1429 Harbor Court, Far Rockaway, New York, 11691. And date of birth is 01/08/01. Thank you for the information. We have a telephone number on file, 347-752-0105. Correct. I'm so sorry. Let's see here. Um, okay. So I see, Ms. Drummond, that your benefits are not active. We did receive one February 3rd. Then we didn't receive anything until the 17th, and since then, we have not received any premium from your employer. Have you missed any days from work? No. Okay, so in that case, I could send you, uh, to the email we have on file, which is deferred . Mm-hmm. A, a document request is for you to send, send us like the, uh, pay stub. It could be a screenshot. So that way we could see if the premium were being taken from your pay stub. It is, I actually just called... Before I called you, I called my, um, company, and they said it just, it did come out of my paycheck. Okay, perfect. But a- anyways, we need those, um, in order for me to send it to our back office so they could straighten that out- Sorry, do you mind- ... with your employer. Do you mind if I, I just ask, is this something that's gonna happen each month that, like, I'm gonna have the potential of not having insurance if they screw something up? How, how does that work? I'm just... I'm not understanding. Okay. Okay, so these are not like major insurance. These are pretty much a weekly basic insurance. Weekday you pay, weekday you are covered. And that's why I ask if you missed a week of work, because if you missed a week of work, that means the week... We're not gonna receive your pre- your premium. This is not monthly. It's pretty much every weekday you- Right, I under- I understand what you're saying. However, um, I'm not in control of what they send you. So regardless, I've been working. Uh, now I don't have access to their accounts where they send you the money, um, and if they're not covering me, that's- Mm-hmm. ... that's, that's big- you know, that's negligence on someone's end. I understand, but we do not have any access to your payroll e- either, so any- anything that we could do, we have to send it to our back office and then we'll get in touch with your employer and see why we have not received those, uh, premiums- Mm-hmm. ... if you're working every week. That's the only thing I could, you know, that I could help you with. But other than that, nothing that has to do with your company. We don't have access to any of that. We just wait for them to pay you. All right, so do you wanna, do you wanna send... Do you wanna give me the email that I should send this pay check to? I will send you the information. Um, it's coming

in from info@benefitsinacard. There, you're gonna see the instructions because we're gonna need you to put your last four digits of your Social and the staffing agency you work for. So that will be easier to find your pr- um, file. And they usually take 24 to 74 hours to get back to me to let me know, um, you know, that they, everything is restored, they, they got in touch with your employer and the answer for you. So- So I'm not understanding. What, what exactly... What, what do you want right now? Uh, request a document, a PDF file, and na- and not as a copy of the document? I'm sorry, can you just explain that? Okay. With the email you, I sent you, you're gonna follow the instructions so we are able to find your file when you send the information. Now you could send pic, uh, you know, like a screenshot of your pay stub and reply to that same email. And it takes 70- Can I- ... put 48 to 72 hours for the department to review the documents that you send and for them to get in touch with you, uh, employer to find out the reason why they're not sending the premium if it's been taken out of your paycheck. Okay, I'm gonna do that now. And... Okay, so after that, after I get the response from them, I will be calling you. Is there a, a specific time for me to, for you to receive the calls or? Um, no, but if- I- I- ... you don't get through, then I- then please email me, um, what you came back with, if that's okay. No problem. I'll, I'll reach out somehow to you or leave your message and I will- I mean, try calling. ... put it in- If I don't answer the phone, then, then please- No problem. ... call me an email. Mm-hmm. Okay, thank you. So if you send it back today, I will say most likely by Thursday, I should have an answer for you. All right, thanks. All right. Anything else I could do for you, ma'am? No. All right, have a great rest of the day.

Conversation Format

Speaker speaker_0: Thank you for calling MedicalCard. This is Damaris speaking. How may I help you?

Speaker speaker_1: Hi, um , my company recently, um, transitioned to Benefits in a card, and my insurance went, um, act- was activated today. I just wanted to hear more about my plan and get my insurance, uh, um, get my insurance card at least virtually until it comes in mail.

Speaker speaker_0: Okay e- who do you work for?

Speaker speaker_1: Norstaffing Group.

Speaker speaker_0: Bear with me. Um, may I have the last four digits of your Social?

Speaker speaker_1: Yeah, 7160.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Maryanne Drummond.

Speaker speaker_0: Okay, Ms. Drummond, for security reasons, just to make sure we are in the correct file, I need to verify the complete address and date of birth.

Speaker speaker_1: No problem. 1429 Harbor Court, Far Rockaway, New York, 11691. And date of birth is 01/08/01.

Speaker speaker_0: Thank you for the information. We have a telephone number on file, 347-752-0105.

Speaker speaker_1: Correct.

Speaker speaker_0: I'm so sorry. Let's see here. Um, okay. So I see, Ms. Drummond, that your benefits are not active. We did receive one February 3rd. Then we didn't receive anything until the 17th, and since then, we have not received any premium from your employer. Have you missed any days from work?

Speaker speaker_1: No.

Speaker speaker_0: Okay, so in that case, I could send you, uh, to the email we have on file, which is deferred .

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: A, a document request is for you to send, send us like the, uh, pay stub. It could be a screenshot. So that way we could see if the premium were being taken from your pay stub.

Speaker speaker_1: It is, I actually just called... Before I called you, I called my, um, company, and they said it just, it did come out of my paycheck.

Speaker speaker_0: Okay, perfect. But a- anyways, we need those, um, in order for me to send it to our back office so they could straighten that out-

Speaker speaker_1: Sorry, do you mind-

Speaker speaker_0: ... with your employer.

Speaker speaker_1: Do you mind if I, I just ask, is this something that's gonna happen each month that, like, I'm gonna have the potential of not having insurance if they screw something up? How, how does that work? I'm just... I'm not understanding.

Speaker speaker_0: Okay. Okay, so these are not like major insurance. These are pretty much a weekly basic insurance. Weekday you pay, weekday you are covered. And that's why I ask if you missed a week of work, because if you missed a week of work, that means the week... We're not gonna receive your pre- your premium. This is not monthly. It's pretty much every weekday you-

Speaker speaker_1: Right, I under- I understand what you're saying. However, um, I'm not in control of what they send you. So regardless, I've been working. Uh, now I don't have access to their accounts where they send you the money, um, and if they're not covering me, that's-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... that's, that's big- you know, that's negligence on someone's end.

Speaker speaker_0: I understand, but we do not have any access to your payroll e- either, so any- anything that we could do, we have to send it to our back office and then we'll get in touch with your employer and see why we have not received those, uh, premiums-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... if you're working every week. That's the only thing I could, you know, that I could help you with. But other than that, nothing that has to do with your company. We don't have access to any of that. We just wait for them to pay you.

Speaker speaker_1: All right, so do you wanna, do you wanna send... Do you wanna give me the email that I should send this pay check to?

Speaker speaker_0: I will send you the information. Um, it's coming in from info@benefitsinacard. There, you're gonna see the instructions because we're gonna need you to put your last four digits of your Social and the staffing agency you work for. So that will be easier to find your pr- um, file. And they usually take 24 to 74 hours to get back to me to let me know, um, you know, that they, everything is restored, they, they got in touch with your employer and the answer for you. So-

Speaker speaker_1: So I'm not understanding. What, what exactly... What, what do you want right now? Uh, request a document, a PDF file, and na- and not as a copy of the document? I'm sorry, can you just explain that?

Speaker speaker_0: Okay. With the email you, I sent you, you're gonna follow the instructions so we are able to find your file when you send the information. Now you could send pic, uh, you know, like a screenshot of your pay stub and reply to that same email. And it takes 70-

Speaker speaker_1: Can I-

Speaker speaker_0: ... put 48 to 72 hours for the department to review the documents that you send and for them to get in touch with you, uh, employer to find out the reason why they're not sending the premium if it's been taken out of your paycheck.

Speaker speaker_1: Okay, I'm gonna do that now.

Speaker speaker_0: And... Okay, so after that, after I get the response from them, I will be calling you. Is there a, a specific time for me to, for you to receive the calls or?

Speaker speaker_1: Um, no, but if-

Speaker speaker_0: I- I-

Speaker speaker_1: ... you don't get through, then I- then please email me, um, what you came back with, if that's okay.

Speaker speaker_0: No problem. I'll, I'll reach out somehow to you or leave your message and I will-

Speaker speaker_1: I mean, try calling.

Speaker speaker_0: ... put it in-

Speaker speaker_1: If I don't answer the phone, then, then please-

Speaker speaker_0: No problem.

Speaker speaker_1: ... call me an email.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: So if you send it back today, I will say most likely by Thursday, I should have an answer for you.

Speaker speaker_1: All right, thanks.

Speaker speaker_0: All right. Anything else I could do for you, ma'am?

Speaker speaker_1: No.

Speaker speaker_0: All right, have a great rest of the day.