

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. This is Sandra speaking. How may I help you? Hi, my name is Brittany Rhodes. I was calling about, um, I had went to the doctor, and they had called me and they said my insurance didn't, um, cover it. So I was trying to see what was going on. And who do you work for, ma'am? MAU Workforce Solutions. May I have the last four digits of your Social so I can pull up your file? 7007. What was that, ma'am? 7007. All right, and your first and last name? Brittany Rhodes. Brittany Rhodes. Okay, Ms. Rhodes, 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? 104 1st Avenue Drive, Headland, Alabama. Date of birth is 4/14/1989. Is your ZIP code 36345? Yes, ma'am. We have a telephone number on file 3344054202, and your email is your first name- Yes, ma'am. ... your last name '92@yahoo.com"? Yes, ma'am. And you said at the beginning of the conversation that, uh, some procedure were not covered? Yes, ma'am. They, they said that, um, my insurance wasn't paid at all. And what was the type of service? Uh, it was a American... What do you, what do you got done on, that they didn't pay? Uh, well, I went in for a cold. Cold or flu, whatever it was. It happened November 14th. 14th. You went to the doctor on November 14th? Yes, ma'am. 2024. Yeah, but you were not active. Your benefits became effective on the 2nd of December. So my insurance wasn't paid? Mm-hmm. Okay. Yeah, so they just, uh, took out my account \$175. And I'm like, "For what?" 'Cause I had insurance. Okay, but- And I, I guess, I guess that happened when I didn't know they had turned my insurance when I had went out for, um, Workmen's Comp. Yeah, 'cause the way this insurance works, like if you're not working and we don't receive the premium, your benefits will not be active. And then you called back on November 11th. I mean, I'm sorry, on November 22nd to reinstate the benefits. And you went for service on November 11th? Uh-huh. You didn't have no benefits then, 'cause you weren't not at, you were not, you were not enrolled. Okay. Your benefits went out- So is there a way, like I can- ... back in July. What was that? Hello? See, I didn't even know. They didn't tell... Can you hear me? Yes, yes. I said, they didn't tell me that they were, um, well, I didn't know they would cut my insurance off. I didn't even know until I got back to work and I would ask them about the insurance. And that's when they had told me what and what, and I was like, "I just went to the doctor, so I'm gonna get billed." Yes. Unfortunately, yes. See, all the other jobs... See, I'm, this is my first time, so my, all my other jobs, I ain't had no problem like this. So do I need to call up there and tell them to- These are not like major insurance, so this is pretty much week, weekly basic insurance. Which day you pay, which day you are covered. Yeah, I found out about that. Mm-hmm. Yeah. So like, if you're gonna be out of work, uh, and you have to make the direct payment yourself, we could accept it for four weeks. After four weeks, then the, the benefits will completely be canceled until you reinstate it. Yeah, I didn't know nothing about this. And

when I got back, they ain't even tell me like, nothing about my insurance. Um, can I call to the doctor office and tell them to rerun the card again? I, I don't think... It's, it's not gonna be covered, because you were not enrolled. The insurance is not gonna, is not gonna pay for it. It's not on your screen. No, 'cause your benefits stop in July, July 14th. You didn't have no coverage since July 14th until December the 2nd. Yeah, 'cause I was out on Workmen's Comp. Workmen's Comp had me on their benefit. I know they told me this. I ain't have no money coming up, they'll stop the benefits. But I ain't know nothing about that. I thought they still keep going with it. Unfortunately not. Is there anything else I could do for you? Uh... I guess not. I guess that's it. All right. Thank you for giving us a call today. Have a great rest of the day.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Car. This is Sandra speaking. How may I help you?

Speaker speaker_2: Hi, my name is Brittany Rhodes. I was calling about, um, I had went to the doctor, and they had called me and they said my insurance didn't, um, cover it. So I was trying to see what was going on.

Speaker speaker_1: And who do you work for, ma'am?

Speaker speaker_2: MAU Workforce Solutions.

Speaker speaker_1: May I have the last four digits of your Social so I can pull up your file?

Speaker speaker_2: 7007.

Speaker speaker_1: What was that, ma'am?

Speaker speaker_2: 7007.

Speaker speaker_1: All right, and your first and last name?

Speaker speaker_2: Brittany Rhodes.

Speaker speaker_1: Brittany Rhodes. Okay, Ms. Rhodes, 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: 104 1st Avenue Drive, Headland, Alabama. Date of birth is 4/14/1989.

Speaker speaker_1: Is your ZIP code 36345?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: We have a telephone number on file 3344054202, and your email is your first name-

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: ... your last name '92@yahoo.com"?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And you said at the beginning of the conversation that, uh, some procedure were not covered?

Speaker speaker_2: Yes, ma'am. They, they said that, um, my insurance wasn't paid at all.

Speaker speaker_1: And what was the type of service?

Speaker speaker_2: Uh, it was a American...

Speaker speaker_1: What do you, what do you got done on, that they didn't pay?

Speaker speaker_2: Uh, well, I went in for a cold. Cold or flu, whatever it was. It happened November 14th.

Speaker speaker_1: 14th. You went to the doctor on November 14th?

Speaker speaker_2: Yes, ma'am. 2024.

Speaker speaker_1: Yeah, but you were not active. Your benefits became effective on the 2nd of December.

Speaker speaker_2: So my insurance wasn't paid?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Okay. Yeah, so they just, uh, took out my account \$175. And I'm like, "For what?" 'Cause I had insurance.

Speaker speaker_1: Okay, but-

Speaker speaker_2: And I, I guess, I guess that happened when I didn't know they had turned my insurance when I had went out for, um, Workmen's Comp.

Speaker speaker_1: Yeah, 'cause the way this insurance works, like if you're not working and we don't receive the premium, your benefits will not be active. And then you called back on November 11th. I mean, I'm sorry, on November 22nd to reinstate the benefits. And you went for service on November 11th?

Speaker speaker_2: Uh-huh.

Speaker speaker_1: You didn't have no benefits then, 'cause you weren't not at, you were not, you were not enrolled.

Speaker speaker_2: Okay.

Speaker speaker_1: Your benefits went out-

Speaker speaker_2: So is there a way, like I can-

Speaker speaker_1: ... back in July. What was that? Hello?

Speaker speaker_2: See, I didn't even know. They didn't tell... Can you hear me?

Speaker speaker_1: Yes, yes.

Speaker speaker_2: I said, they didn't tell me that they were, um, well, I didn't know they would cut my insurance off. I didn't even know until I got back to work and I would ask them about the insurance. And that's when they had told me what and what, and I was like, "I just went to the doctor, so I'm gonna get billed."

Speaker speaker_1: Yes. Unfortunately, yes.

Speaker speaker_2: See, all the other jobs... See, I'm, this is my first time, so my, all my other jobs, I ain't had no problem like this. So do I need to call up there and tell them to-

Speaker speaker_1: These are not like major insurance, so this is pretty much week, weekly basic insurance. Which day you pay, which day you are covered.

Speaker speaker_2: Yeah, I found out about that.

Speaker speaker_1: Mm-hmm. Yeah. So like, if you're gonna be out of work, uh, and you have to make the direct payment yourself, we could accept it for four weeks. After four weeks, then the, the benefits will completely be canceled until you reinstate it.

Speaker speaker_2: Yeah, I didn't know nothing about this. And when I got back, they ain't even tell me like, nothing about my insurance. Um, can I call to the doctor office and tell them to rerun the card again?

Speaker speaker_1: I, I don't think... It's, it's not gonna be covered, because you were not enrolled. The insurance is not gonna, is not gonna pay for it.

Speaker speaker_2: It's not on your screen.

Speaker speaker_1: No, 'cause your benefits stop in July, July 14th. You didn't have no coverage since July 14th until December the 2nd.

Speaker speaker_2: Yeah, 'cause I was out on Workmen's Comp. Workmen's Comp had me on their benefit. I know they told me this. I ain't have no money coming up, they'll stop the benefits. But I ain't know nothing about that. I thought they still keep going with it.

Speaker speaker_1: Unfortunately not. Is there anything else I could do for you?

Speaker speaker_2: Uh... I guess not. I guess that's it.

Speaker speaker_1: All right. Thank you for giving us a call today. Have a great rest of the day.