

Transcript: Pamela

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Full Transcript

Thank you for calling the Benefits in a Card. This is Pamela speaking. How may I help you? Yeah, I got a, a text message stating that my, uh, coverage had lapsed due to a payment, uh, something to do with a payment out of my, uh, pay. I, um, I've never used this coverage and I've requested a list of providers, primary care providers so that I could get primary care. I've been paying for this coverage that I've never been able to use because you guys have not provided me with providers that I can receive coverage or care from, and now I'm telling that my coverage has been interrupted when I've never even used it and I've been paying for it for the past month. Okay. So, usually when you receive this type of message, maybe you missed a, a week of work and we didn't receive the premium. And on the ID, also on the ID card, is a phone number and a website called MultiPlan, and that's where you find the providers that are closer to you and so you will be able to use the benefits. So let's, um, check your file and then I will let you know if that's the reason why, um, we... well, we, we didn't receive premium from. Uh, may I have the name of the staffing agency and the last four digits of your Social so I can pull up your file? American Staff Corps, 4387... First and last name, sir? Jesse Jackson. Thank you. Mr. Jackson, 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? Yeah, that's going to be 22350 South 4150 Road, Apartment 107, B107, Claremore, Oklahoma, 74019. Thank you. We have a phone number of 519-183-9197. Yes. And your email is opt2maximum1944@gmail.com? Yes. But I do not have an enrollment for you here, sir. And you said the last four- You do not what? Um, you said the last four is 4387, right? Yeah. Is this Ambetter? No, we are Benefits in a Card. Benefits in a Card? Yes. Okay. So w- I haven't received a card, and, uh, I've been being charged for this healthcare since I started at American Staff Corps, so why are these, uh, services being billed to my paycheck when I'm not receiving the services? That seems like fraud to me. So what we could do, I could send you an email to, to let you know I have on file which is Optimum, Maximum 1944, and you could send us a copy of your pay stub so the back office could go over and see why you're being charged for the benefits when you're not enrolled. Um, because I do not see any enrollment here for you. So why am I getting a message saying that there was a lapse in coverage due to nonpayment? I... That's what I would like to know. Um- So yeah, I'm being aggressively solicitative for funds, a range of funds, but you- Okay. So I- ... don't have an enrollment for me. That doesn't seem to make sense. Okay. I completely understand, but we do have another person with the same phone number here. Maybe you know that person. It's Hasdin- Who is that? The last name, Hasdin. Who? Hasdin. Roy? No. No. 'Cause they have the same... He ha- that person has the same phone number, and maybe that's the reason why you have received that message. Well, how did you, how did you have my email if I don't have a file there? How did you know my email address? Well, we receive your information from American Staff Corps. As soon as you get,

um, to work for them, uh, we get the information and so that way if you want to enroll or decline the enrollment, whatever the case may be, we have your information. All the information we receive is from American Staff Corp. Yeah. I'd like to decline the enrollment and I'd like full reimbursement of everything that's taken out of my checks. Okay. So, you will have to send your pay stub so we could have, we could see that you are being charged from us, because- Okay. ... like I- Right. ... said, I don't see any deductions on our end. So you have the- And- ... information that I'm not enrolled and I do not wish to be enrolled. I want to opt out of any of that. Yes, sir. Now, for me to be able to see the deductions on your paycheck, I will have to email you, um, a document request, and you can send us copy of it and we can see that you're being deducted there, that amount. Yeah, you can just send that- And how much- ... to American Staff Corp because they have the paycheck stubs. My paycheck stub are on my direct deposit and I just, uh, until I figure out what's going on, I'm not sure that I feel comfortable sharing any, any more information, because I've definitely been charged for medical insurance and I haven't received any benefits. So I'm just... I'm a little bit apprehensive to share anything else until I figure out what's going on here. I completely understand. In that case, you will h- you will have to contact them and tell them that you need copies of your pay stubs, because- Okay. ... we won't be able to send that information to them, and then when you have your pay stub with you, you just give us a call and we could take it from there. Okay, thank you. All right. But right now I'm opted out and I'm not enrolled to be having deductions for my pay stubs. Yes, sir. Since, uh, you decline... Let me see, let me tell you. The information we have from you is from back from 2022, so nothing... You haven't been enrolled or anything, so check your, um... Ask them for the pay stub and that way we'll be able to assist you. Okay, thank you. No problem, sir. Anything else I could do for you? Uh, no, not at this time. All right, thank you for giving us a call. Have a wonderful rest of the day.

Conversation Format

Speaker speaker_0: Thank you for calling the Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Yeah, I got a, a text message stating that my, uh, coverage had lapsed due to a payment, uh, something to do with a payment out of my, uh, pay. I, um, I've never used this coverage and I've requested a list of providers, primary care providers so that I could get primary care. I've been paying for this coverage that I've never been able to use because you guys have not provided me with providers that I can receive coverage or care from, and now I'm telling that my coverage has been interrupted when I've never even used it and I've been paying for it for the past month.

Speaker speaker_0: Okay. So, usually when you receive this type of message, maybe you missed a, a week of work and we didn't receive the premium. And on the ID, also on the ID card, is a phone number and a website called MultiPlan, and that's where you find the providers that are closer to you and so you will be able to use the benefits. So let's, um, check your file and then I will let you know if that's the reason why, um, we... well, we, we didn't receive premium from. Uh, may I have the name of the staffing agency and the last four digits

of your Social so I can pull up your file?

Speaker speaker_1: American Staff Corps, 4387...

Speaker speaker_0: First and last name, sir?

Speaker speaker_1: Jesse Jackson.

Speaker speaker_0: Thank you. Mr. Jackson, 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_1: Yeah, that's going to be 22350 South 4150 Road, Apartment 107, B107, Claremore, Oklahoma, 74019.

Speaker speaker_0: Thank you. We have a phone number of 519-183-9197.

Speaker speaker_1: Yes.

Speaker speaker_0: And your email is opt2maximum1944@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: But I do not have an enrollment for you here, sir. And you said the last four-

Speaker speaker_1: You do not what?

Speaker speaker_0: Um, you said the last four is 4387, right?

Speaker speaker_1: Yeah. Is this Ambetter?

Speaker speaker_0: No, we are Benefits in a Card.

Speaker speaker_1: Benefits in a Card?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. So w- I haven't received a card, and, uh, I've been being charged for this healthcare since I started at American Staff Corps, so why are these, uh, services being billed to my paycheck when I'm not receiving the services? That seems like fraud to me.

Speaker speaker_0: So what we could do, I could send you an email to, to let you know I have on file which is Optimum, Maximum 1944, and you could send us a copy of your pay stub so the back office could go over and see why you're being charged for the benefits when you're not enrolled. Um, because I do not see any enrollment here for you.

Speaker speaker_1: So why am I getting a message saying that there was a lapse in coverage due to nonpayment?

Speaker speaker_0: I... That's what I would like to know. Um-

Speaker speaker_1: So yeah, I'm being aggressively solicitative for funds, a range of funds, but you-

Speaker speaker_0: Okay. So I-

Speaker speaker_1: ... don't have an enrollment for me. That doesn't seem to make sense.

Speaker speaker_0: Okay. I completely understand, but we do have another person with the same phone number here. Maybe you know that person. It's Hasdin-

Speaker speaker_1: Who is that?

Speaker speaker_0: The last name, Hasdin.

Speaker speaker_1: Who?

Speaker speaker_0: Hasdin. Roy?

Speaker speaker_1: No. No.

Speaker speaker_0: 'Cause they have the same... He ha- that person has the same phone number, and maybe that's the reason why you have received that message.

Speaker speaker_1: Well, how did you, how did you have my email if I don't have a file there? How did you know my email address?

Speaker speaker_0: Well, we receive your information from American Staff Corps. As soon as you get, um, to work for them, uh, we get the information and so that way if you want to enroll or decline the enrollment, whatever the case may be, we have your information. All the information we receive is from American Staff Corp.

Speaker speaker_1: Yeah. I'd like to decline the enrollment and I'd like full reimbursement of everything that's taken out of my checks.

Speaker speaker_0: Okay. So, you will have to send your pay stub so we could have, we could see that you are being charged from us, because-

Speaker speaker_1: Okay.

Speaker speaker_0: ... like I-

Speaker speaker_1: Right.

Speaker speaker_0: ... said, I don't see any deductions on our end.

Speaker speaker_1: So you have the-

Speaker speaker_0: And-

Speaker speaker_1: ... information that I'm not enrolled and I do not wish to be enrolled. I want to opt out of any of that.

Speaker speaker_0: Yes, sir. Now, for me to be able to see the deductions on your paycheck, I will have to email you, um, a document request, and you can send us copy of it and we can see that you're being deducted there, that amount.

Speaker speaker_1: Yeah, you can just send that-

Speaker speaker_0: And how much-

Speaker speaker_1: ... to American Staff Corp because they have the paycheck stubs. My paycheck stub are on my direct deposit and I just, uh, until I figure out what's going on, I'm not sure that I feel comfortable sharing any, any more information, because I've definitely been charged for medical insurance and I haven't received any benefits. So I'm just... I'm a little bit apprehensive to share anything else until I figure out what's going on here.

Speaker speaker_0: I completely understand. In that case, you will h- you will have to contact them and tell them that you need copies of your pay stubs, because-

Speaker speaker_1: Okay.

Speaker speaker_0: ... we won't be able to send that information to them, and then when you have your pay stub with you, you just give us a call and we could take it from there.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: All right.

Speaker speaker_1: But right now I'm opted out and I'm not enrolled to be having deductions for my pay stubs.

Speaker speaker_0: Yes, sir. Since, uh, you decline... Let me see, let me tell you. The information we have from you is from back from 2022, so nothing... You haven't been enrolled or anything, so check your, um... Ask them for the pay stub and that way we'll be able to assist you.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: No problem, sir. Anything else I could do for you?

Speaker speaker_1: Uh, no, not at this time.

Speaker speaker_0: All right, thank you for giving us a call. Have a wonderful rest of the day.