

Transcript: VICTORIA

Taylor-5813838436155392-6589261680001024

Full Transcript

So explain yourself to me, ma'am. Thank you for calling- You don't have to explain yourself to me. ... the, the Department. This is Victoria, how can I help you? Uh, hello. Um, I got, I just got a message that said... Hold on, I'm about to read it to you. "There was a lapse in coverage in the last one to two weeks due to a missed payroll deduction." Okay. Um, so it sounds like you're enrolled into medical insurance, um, through your- Yeah, no, I shouldn't be. I, I have, I just, I got a job at Crown back in December. That's a staffing agency. But I didn't sign up for no insurance because I have, uh, Medicaid. I have CareSource that don't expire till October of this year. So- I just got outta prison, I just got out of prison in October last year, so- Okay. ... I shouldn't have got enrolled in anything. So, they do automatically enroll members into coverage unless you opt out beforehand. Did you ever opt outta the coverage? Well, I just went to, I just went to a different staffing agency and I wasn't aware that I had to opt out of it because they had a paper that I could sign to opt into it. You know what I mean? So I wasn't aware that I had to opt out of the one in Crown. Yeah, every staffing agency works differently, but specifically for Crown, you would've had to decline the coverage in order to avoid being enrolled. Okay, so I don't owe nothing, do I? No, the text message you got is just letting you know because we didn't receive a payroll deduction for the coverage, your coverage is not active for the week. Now, you do have an option to make a direct payment and make it c-active, otherwise it just wouldn't be active for this week. Okay, so basically what you're saying, if I don't call you guys anymore and I don't pay nothing, I, I'm not in it no more? I still got my Medicaid, right? No, not necessarily. Are you still working with Crown Services? No, I'm not. Okay. So if you're no longer- Um, they're still actively, they're still actively looking for me for a job. But I'm not on their payroll, as I should say, I guess. Not as of right now. Okay, so it sounds like you might need to actually cancel the coverage, so I'll need to pull up your file. What's the last four of your social? 6513. Okay. And your first and last name? Clayton Ramsden. Okay. And do you mind verifying your address and date of birth? Uh, my address is 29 High Street, Martinsville, Ohio, 45146. My date of birth is 8/24/02. Okay, so the address should be 29 High Street? It probably says 29 South High Street. Okay, gotcha. Phone number- But the- ... 937- Yeah, 95271584. Okay, and then email is first and last name, the number five, at Gmail. Yeah, that's it. Okay. So, um, I will go ahead and put in a request to have it canceled for you. Typically- All right. ... cancellations take about one to two weeks to be processed through payroll. All right. Um, so typically if you are actively working, there's a possibility you would see one to two more payroll deductions. But if you're not actively working, then there's not a likelihood to- How much is the, how much is the deductions? It's, uh, \$15.67 a week. All right. Yeah, I was just curious. I didn't even know they was taking that outta my check. All right. Well, I will go ahead and put in the request to have that canceled for you. Do you need help with anything else? No, I believe that's it. Okay. You have a wonderful

day. You too. Thank you. Bye. Bye-bye.

Conversation Format

Speaker speaker_0: So explain yourself to me, ma'am.

Speaker speaker_1: Thank you for calling-

Speaker speaker_0: You don't have to explain yourself to me.

Speaker speaker_1: ... the, the Department. This is Victoria, how can I help you?

Speaker speaker_0: Uh, hello. Um, I got, I just got a message that said... Hold on, I'm about to read it to you. "There was a lapse in coverage in the last one to two weeks due to a missed payroll deduction."

Speaker speaker_1: Okay. Um, so it sounds like you're enrolled into medical insurance, um, through your-

Speaker speaker_0: Yeah, no, I shouldn't be. I, I have, I just, I got a job at Crown back in December. That's a staffing agency. But I didn't sign up for no insurance because I have, uh, Medicaid. I have CareSource that don't expire till October of this year.

Speaker speaker_1: So-

Speaker speaker_0: I just got outta prison, I just got out of prison in October last year, so-

Speaker speaker_1: Okay.

Speaker speaker_0: ... I shouldn't have got enrolled in anything.

Speaker speaker_1: So, they do automatically enroll members into coverage unless you opt out beforehand. Did you ever opt outta the coverage?

Speaker speaker_0: Well, I just went to, I just went to a different staffing agency and I wasn't aware that I had to opt out of it because they had a paper that I could sign to opt into it. You know what I mean? So I wasn't aware that I had to opt out of the one in Crown.

Speaker speaker_1: Yeah, every staffing agency works differently, but specifically for Crown, you would've had to decline the coverage in order to avoid being enrolled.

Speaker speaker_0: Okay, so I don't owe nothing, do I?

Speaker speaker_1: No, the text message you got is just letting you know because we didn't receive a payroll deduction for the coverage, your coverage is not active for the week. Now, you do have an option to make a direct payment and make it c- active, otherwise it just wouldn't be active for this week.

Speaker speaker_0: Okay, so basically what you're saying, if I don't call you guys anymore and I don't pay nothing, I, I'm not in it no more? I still got my Medicaid, right?

Speaker speaker_1: No, not necessarily. Are you still working with Crown Services?

Speaker speaker_0: No, I'm not.

Speaker speaker_1: Okay. So if you're no longer-

Speaker speaker_0: Um, they're still actively, they're still actively looking for me for a job. But I'm not on their payroll, as I should say, I guess. Not as of right now.

Speaker speaker_1: Okay, so it sounds like you might need to actually cancel the coverage, so I'll need to pull up your file. What's the last four of your social?

Speaker speaker_0: 6513.

Speaker speaker_1: Okay. And your first and last name?

Speaker speaker_0: Clayton Ramsden.

Speaker speaker_1: Okay. And do you mind verifying your address and date of birth?

Speaker speaker_0: Uh, my address is 29 High Street, Martinsville, Ohio, 45146. My date of birth is 8/24/02.

Speaker speaker_1: Okay, so the address should be 29 High Street?

Speaker speaker_0: It probably says 29 South High Street.

Speaker speaker_1: Okay, gotcha. Phone number-

Speaker speaker_0: But the-

Speaker speaker_1: ... 937-

Speaker speaker_0: Yeah, 95271584.

Speaker speaker_1: Okay, and then email is first and last name, the number five, at Gmail.

Speaker speaker_0: Yeah, that's it.

Speaker speaker_1: Okay. So, um, I will go ahead and put in a request to have it canceled for you. Typically-

Speaker speaker_0: All right.

Speaker speaker_1: ... cancellations take about one to two weeks to be processed through payroll.

Speaker speaker_0: All right.

Speaker speaker_1: Um, so typically if you are actively working, there's a possibility you would see one to two more payroll deductions. But if you're not actively working, then there's not a likelihood to-

Speaker speaker_0: How much is the, how much is the deductions?

Speaker speaker_1: It's, uh, \$15.67 a week.

Speaker speaker_0: All right. Yeah, I was just curious. I didn't even know they was taking that outta my check.

Speaker speaker_1: All right. Well, I will go ahead and put in the request to have that canceled for you. Do you need help with anything else?

Speaker speaker_0: No, I believe that's it.

Speaker speaker_1: Okay. You have a wonderful day.

Speaker speaker_0: You too.

Speaker speaker_1: Thank you.

Speaker speaker_0: Bye.

Speaker speaker_1: Bye-bye.