

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits by Carr. This is Victoria. How can I- Uh, hello. This is Rochelle Price. Um, I have already contacted you guys a couple times about insurance that's being taken out of my check. Um, and you guys had stated that you got a letter, um, being a court order, that it needed to be taken out. Is there any way, like, that you can see what the exactly that says? Okay. What information are you needing? Um, I'm just trying to see what information you guys got regarding the court order, because you guys are taking more out than you're supposed to. 'Cause I called, um, the people who did the court order, which is, uh, child support, and they stated that the only insurance that was supposed to be taken out was medical. Not vision, not dental, not Rx or whatever the hell it is. So, you guys have been taking out way more money than you're supposed to. And if it was court ordered and you guys have the paper, then I'm, I want a refund on my money that you guys weren't supposed to take in the first place. Okay, well, let's- I've been dealing with this shit for five months. Okay. What's the name of the agency you work for? Uh, CERN Staffing. And the last four of your social? 7476. Okay. And, uh, let's see. Your first and last name again. Rochelle Price. All righty. Do you mind verifying your address and date of birth? Uh, 228 North Wylie Street, Creston, Ohio 44827. And my birthday is 7/14 of 1992. Phone number 419-564-3406? Yep. All right. And then, email is first name 82922 at gmail.com? Correct. Okay, give me one second. Okay. Do you mind if I put you on a brief hold? I'm just taking a look at your file and seeing what's going on. Okay. Yeah, that's fine. Try not to flip out. I need to sit down. Corporation Great. Peter Fishochelle, please fund me. Hold on. Are you still with me? Yeah. Okay. So we just received a termination notice for us to be able to cancel, cancel the dental and the vision. So we- Right. That's, that's only because it was, it was because I bitched and bitched and finally got somebody to change that. But it was already on the... It was only on the court order that it was medical that should've been came, coming out regardless. Yes. So we can't do anything about canceling the medical uns- until we receive the termination notice from them for medical. No, I under- I under- I understand that, but I'm talking about the reimbursement for all the medical d- or not the medical, the vision, dental. Like why... That was never should've been taken out in the first place. And it's been taken out for five months. Okay, give me one- That's what I'm confused about. 'Cause if it was, if it was on the court order that it was just medical, like there was no reason for anything else to be taken out. Give me just one second. Okay. Okay. So it doesn't look like we, there would be any refunds, because we enrolled you into the coverage that the court required, or that child support required. Okay. But two weeks into it, I called and told you guys, "Do not auto-enroll me." Even though you got the thing from the court, the court still states that I only have to have medical. Okay, so again, we just received the termination for the dental and vision. Yeah. Yes. Yes, for deni- dental and vision. Yes. Medical is still on there. The medical was the only

thing that was still on there regardless. I had them send that to you, because you guys are still taking everything out. Child support specifically read the thing to me and it say, it stated, "Medical insurance," not dental, not vision, not whatever else is on there. Like, that's what I'm confused about. There's no reason for it, that it ever should've been taken out ex- uh, except for medical, because it was court ordered. Give me just one second. Okay, but- I'm gonna put you on a brief- Okay. ... hold so I can see what's, what I can find out for you. Okay, that'd be great. Is there any way I can get a call back at like 3:30 'cause I, I'm currently at work. I don't wanna... I can't stay off the floor longer than I already have. Okay. If you can just give me a few seconds, I c- I can put you on a brief hold and get that answer for you. Okay. All right. All right. Thank you so much for holding. So I was just confirming that on the original court order that we received, it had on there, all health coverages available. So we enrolled you correctly according to what the, the court order is asking for. And then we received the termination notice for the dental and the vision to be taken off. Okay. So at this point- So at this point they're- ... I ... to them, correct? So at this point, we have done our job correct from the very beginning. We enrolled you into exactly what the court order required, and then we received that termination notice to have the dental and the vision taken off once we received it. So at this point, I would suggest that you speak to them directly because again, from the very beginning, we enrolled you into the requirements of the court order. Okay. Is there any way to get a copy of that so I can see it? You'll have to speak to them directly. Like, to send to my email? I can't get it sent to my email? We cannot send that information out, unfortunately. Of course not, because that's probably not what the paper said.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits by Carr. This is Victoria. How can I-

Speaker speaker_1: Uh, hello. This is Rochelle Price. Um, I have already contacted you guys a couple times about insurance that's being taken out of my check. Um, and you guys had stated that you got a letter, um, being a court order, that it needed to be taken out. Is there any way, like, that you can see what the exactly that says?

Speaker speaker_0: Okay. What information are you needing?

Speaker speaker_1: Um, I'm just trying to see what information you guys got regarding the court order, because you guys are taking more out than you're supposed to. 'Cause I called, um, the people who did the court order, which is, uh, child support, and they stated that the only insurance that was supposed to be taken out was medical. Not vision, not dental, not Rx or whatever the hell it is. So, you guys have been taking out way more money than you're supposed to. And if it was court ordered and you guys have the paper, then I'm, I want a refund on my money that you guys weren't supposed to take in the first place.

Speaker speaker_0: Okay, well, let's-

Speaker speaker_1: I've been dealing with this shit for five months.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Uh, CERN Staffing.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 7476.

Speaker speaker_0: Okay. And, uh, let's see. Your first and last name again.

Speaker speaker_1: Rochelle Price.

Speaker speaker_0: All righty. Do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, 228 North Wylie Street, Creston, Ohio 44827. And my birthday is 7/14 of 1992.

Speaker speaker_0: Phone number 419-564-3406?

Speaker speaker_1: Yep.

Speaker speaker_0: All right. And then, email is first name 82922 at gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay, give me one second. Okay. Do you mind if I put you on a brief hold? I'm just taking a look at your file and seeing what's going on.

Speaker speaker_1: Okay. Yeah, that's fine. Try not to flip out.

Speaker speaker_2: I need to sit down.

Speaker speaker_3: Corporation Great. Peter Fishochelle, please fund me.

Speaker speaker_0: Hold on. Are you still with me?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So we just received a termination notice for us to be able to cancel, cancel the dental and the vision. So we-

Speaker speaker_1: Right. That's, that's only because it was, it was because I bitched and bitched and finally got somebody to change that. But it was already on the... It was only on the court order that it was medical that should've been came, coming out regardless.

Speaker speaker_0: Yes. So we can't do anything about canceling the medical uns- until we receive the termination notice from them for medical.

Speaker speaker_1: No, I under- I under- I understand that, but I'm talking about the reimbursement for all the medical d- or not the medical, the vision, dental. Like why... That was never should've been taken out in the first place. And it's been taken out for five months.

Speaker speaker_0: Okay, give me one-

Speaker speaker_1: That's what I'm confused about. 'Cause if it was, if it was on the court order that it was just medical, like there was no reason for anything else to be taken out.

Speaker speaker_0: Give me just one second.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. So it doesn't look like we, there would be any refunds, because we enrolled you into the coverage that the court required, or that child support required.

Speaker speaker_1: Okay. But two weeks into it, I called and told you guys, "Do not auto-enroll me." Even though you got the thing from the court, the court still states that I only have to have medical.

Speaker speaker_0: Okay, so again, we just received the termination for the dental and vision.

Speaker speaker_1: Yeah. Yes. Yes, for deni- dental and vision. Yes. Medical is still on there. The medical was the only thing that was still on there regardless. I had them send that to you, because you guys are still taking everything out. Child support specifically read the thing to me and it say, it stated, "Medical insurance," not dental, not vision, not whatever else is on there. Like, that's what I'm confused about. There's no reason for it, that it ever should've been taken out ex- uh, except for medical, because it was court ordered.

Speaker speaker_0: Give me just one second.

Speaker speaker_1: Okay, but-

Speaker speaker_0: I'm gonna put you on a brief-

Speaker speaker_1: Okay.

Speaker speaker_0: ... hold so I can see what's, what I can find out for you.

Speaker speaker_1: Okay, that'd be great. Is there any way I can get a call back at like 3:30 'cause I, I'm currently at work. I don't wanna... I can't stay off the floor longer than I already have.

Speaker speaker_0: Okay. If you can just give me a few seconds, I c- I can put you on a brief hold and get that answer for you.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. All right. Thank you so much for holding. So I was just confirming that on the original court order that we received, it had on there, all health coverages available. So we enrolled you correctly according to what the, the court order is asking for. And then we received the termination notice for the dental and the vision to be taken off.

Speaker speaker_1: Okay. So at this point-

Speaker speaker_0: So at this point they're-

Speaker speaker_1: ... I

Speaker speaker_4: ... to them, correct?

Speaker speaker_0: So at this point, we have done our job correct from the very beginning. We enrolled you into exactly what the court order required, and then we received that termination notice to have the dental and the vision taken off once we received it. So at this point, I would suggest that you speak to them directly because again, from the very beginning, we enrolled you into the requirements of the court order.

Speaker speaker_1: Okay. Is there any way to get a copy of that so I can see it?

Speaker speaker_0: You'll have to speak to them directly.

Speaker speaker_1: Like, to send to my email? I can't get it sent to my email?

Speaker speaker_0: We cannot send that information out, unfortunately.

Speaker speaker_1: Of course not, because that's probably not what the paper said.