

## **Transcript: VICTORIA**

**Taylor-6597387576066048-5471732750794752**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. My name is Memory. I am in the customer service department at APL. How are you doing today? Good. How are you? I am good, thank you. Um, I have an insured. He's calling because he needs a, um, certificate of coverage letter. Can you help him with that? We're still showing him active on our side and, um, I have notes that says to send those types of requests to y'all. Okay. Um, what's the name of the agency he works- or he works for? I'm sorry. Uh, Doherty Staffing Solutions. D-O-H-E-R-T-Y. Okay. And the last four of his social? It is 0981, Hunter Bedner. All right. Do you mind verifying his address and date of birth? Yeah, of course. Hold on one second, let me get that screen. Um, his address is 12236 County Road 23, Brainerd, Minnesota 56401. And his date of birth is 05-12-1998. Phone number is going to be 320-232-7166. Yes, ma'am. And then the email is the number 12H last name at Gmail. That is correct. Okay. Yeah, I don't see that he has active coverage anymore. It looks like he canceled the enrollment on the 1st of April. Well, I don't know what needs to happen for us to... I think the file needs to be ran or something for us to get the cancellation notice. Um, but he's just needing- he needs a certificate of coverage letter showing that he no longer has coverage and the date that it ended. Yeah. And I see that we've already sent a statement of coverage to him by email. Oh. We've already sent that to him. Okay. Okay. It looks like we sent that on the 7th of April. Okay. So can you talk to him, Victoria, and tell him that, uh, y'all have already sent him that and see if y'all can- he can find it in his email? Yeah. I can definitely talk to him. That's fine. Perfect. Thank you so much. And I'm going to make a note that he has been lapsed on y'all's side. We just haven't gotten that notice yet to lapse it on our side, so. Okay. Um, but he's just needing that, that letter for, uh, he needs to sign up for new coverage. So that's why he's requesting it. But anyway, um, here he come. Thank you so much. I appreciate it. You're welcome. Have a good day. You too. Mr. Bedner? Yep. Hi. I have Miss Victoria on the line from Benefits on a Card and she's going to try to- Okay. ... assist you today. Okay? Okay. Sounds good. All right. Thank you. Thank you. Have a great day. You too. Hey, Mr. Hunter. This is Victoria. Um, I see that you are trying to get a statement of coverage sent to you, which we've actually already sent. We sent that on the 7th of April to your email address. Yep. And I got that, but when I try to get a closure notice from APL, they can't send me a closure notice because you guys haven't canceled my coverage with them. So therefore, I can't go to MNSure and get health coverage because you guys still have it that I'm getting health coverage from APL, which I shouldn't be because I no longer work for Doherty Staffing Solutions, so... Okay. Yeah. Kind of- She did inform me that you are shown still active in their system. So I'm- Mm-hmm. She's going to go ahead and try to get that up to date on her end. And I will also do the same on my end so that we can get that up to date. Um, now, as far as the closure notice, we don't handle that here at Benefits on a Card. Once

they get updated at APL- Oh. ... that might be something that they can help you with. Um, but just to verify, your coverage has been canceled. They are aware of the issue where there, there's some conflicting information and I'm going to do some due diligence on my end to make sure they get updated. But I just want to make sure that you got that statement of coverage because that's the only documentation we can send on our end. Yep. I got that. I'm just kind of confused why when I called you guys for the statement of coverage, I explained this story before, and yet it wasn't, it wasn't canceled through APL. So why, why hasn't- So- Why didn't it get canceled the first time is kind of why I'm getting a little bit annoyed by this. Well, it was canceled. I understand. It was canceled. However, APL is just not up to date on that. I don't know why. Um, that's something I'm going to have to investigate on my end. Sometimes it does take them a, a few days to get updates, updated with any type of change or cancellations. Um, I'm, I'm not too sure, but they have been informed by us before you were transferred on the line with me that your coverage was canceled. Mm-hmm. So what I'm going to do on my end at this point is reach, escalate this and make sure that American Public Life gets up to date with the cancellation. Mm-hmm. It's... Yeah, it's fine. It's just kind of like this wasn't days ago, this was two weeks ago and- I understand. And yeah, I, I honestly, unfortunately, I don't have an answer as to why they have not been updated. That is, that's on APL's side. Like I said, it typically takes a few business days for them to get up to date. Um, but I don't know why, like you said, with it being a few weeks ago, that's something I'm going to have to investigate and ensure that they're up to date. But I did... The lady you were speaking with before I was put on the line with you, I did inform her that your coverage is no longer active and provided the last date that you had active coverage. So she is aware as well and she's going to do her due diligence on her end to get that updated as well. Okay. All right. That's... Just want to make sure this is taken care of. So thank you. You're welcome. You have a wonderful day. You too. Thank you. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Hi, Victoria. My name is Memory. I am in the customer service department at APL. How are you doing today?

Speaker speaker\_0: Good. How are you?

Speaker speaker\_1: I am good, thank you. Um, I have an insured. He's calling because he needs a, um, certificate of coverage letter. Can you help him with that? We're still showing him active on our side and, um, I have notes that says to send those types of requests to y'all.

Speaker speaker\_0: Okay. Um, what's the name of the agency he works- or he works for? I'm sorry.

Speaker speaker\_1: Uh, Doherty Staffing Solutions. D-O-H-E-R-T-Y.

Speaker speaker\_0: Okay. And the last four of his social?

Speaker speaker\_1: It is 0981, Hunter Bedner.

Speaker speaker\_0: All right. Do you mind verifying his address and date of birth?

Speaker speaker\_1: Yeah, of course. Hold on one second, let me get that screen. Um, his address is 12236 County Road 23, Brainerd, Minnesota 56401. And his date of birth is 05-12-1998.

Speaker speaker\_0: Phone number is going to be 320-232-7166.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And then the email is the number 12H last name at Gmail.

Speaker speaker\_1: That is correct.

Speaker speaker\_0: Okay. Yeah, I don't see that he has active coverage anymore. It looks like he canceled the enrollment on the 1st of April.

Speaker speaker\_1: Well, I don't know what needs to happen for us to... I think the file needs to be ran or something for us to get the cancellation notice. Um, but he's just needing- he needs a certificate of coverage letter showing that he no longer has coverage and the date that it ended.

Speaker speaker\_0: Yeah. And I see that we've already sent a statement of coverage to him by email.

Speaker speaker\_1: Oh.

Speaker speaker\_0: We've already sent that to him.

Speaker speaker\_1: Okay. Okay.

Speaker speaker\_0: It looks like we sent that on the 7th of April.

Speaker speaker\_1: Okay. So can you talk to him, Victoria, and tell him that, uh, y'all have already sent him that and see if y'all can- he can find it in his email?

Speaker speaker\_0: Yeah. I can definitely talk to him. That's fine.

Speaker speaker\_1: Perfect. Thank you so much. And I'm going to make a note that he has been lapsed on y'all's side. We just haven't gotten that notice yet to lapse it on our side, so.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Um, but he's just needing that, that letter for, uh, he needs to sign up for new coverage. So that's why he's requesting it. But anyway, um, here he come. Thank you so much. I appreciate it.

Speaker speaker\_0: You're welcome. Have a good day.

Speaker speaker\_1: You too. Mr. Bedner?

Speaker speaker\_2: Yep.

Speaker speaker\_1: Hi. I have Miss Victoria on the line from Benefits on a Card and she's going to try to-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... assist you today. Okay?

Speaker speaker\_2: Okay. Sounds good.

Speaker speaker\_1: All right.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: Thank you. Have a great day.

Speaker speaker\_2: You too.

Speaker speaker\_0: Hey, Mr. Hunter. This is Victoria. Um, I see that you are trying to get a statement of coverage sent to you, which we've actually already sent. We sent that on the 7th of April to your email address.

Speaker speaker\_2: Yep. And I got that, but when I try to get a closure notice from APL, they can't send me a closure notice because you guys haven't canceled my coverage with them. So therefore, I can't go to MNSure and get health coverage because you guys still have it that I'm getting health coverage from APL, which I shouldn't be because I no longer work for Doherty Staffing Solutions, so...

Speaker speaker\_0: Okay. Yeah.

Speaker speaker\_2: Kind of-

Speaker speaker\_0: She did inform me that you are shown still active in their system. So I'm-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_0: She's going to go ahead and try to get that up to date on her end. And I will also do the same on my end so that we can get that up to date. Um, now, as far as the closure notice, we don't handle that here at Benefits on a Card. Once they get updated at APL-

Speaker speaker\_2: Oh.

Speaker speaker\_0: ... that might be something that they can help you with. Um, but just to verify, your coverage has been canceled. They are aware of the issue where there, there's some conflicting information and I'm going to do some due diligence on my end to make sure they get updated. But I just want to make sure that you got that statement of coverage because that's the only documentation we can send on our end.

Speaker speaker\_2: Yep. I got that. I'm just kind of confused why when I called you guys for the statement of coverage, I explained this story before, and yet it wasn't, it wasn't canceled through APL. So why, why hasn't-

Speaker speaker\_0: So-

Speaker speaker\_2: Why didn't it get canceled the first time is kind of why I'm getting a little bit annoyed by this.

Speaker speaker\_0: Well, it was canceled. I understand. It was canceled. However, APL is just not up to date on that. I don't know why. Um, that's something I'm going to have to investigate on my end. Sometimes it does take them a, a few days to get updates, updated with any type of change or cancellations. Um, I'm, I'm not too sure, but they have been informed by us before you were transferred on the line with me that your coverage was canceled.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_0: So what I'm going to do on my end at this point is reach, escalate this and make sure that American Public Life gets up to date with the cancellation.

Speaker speaker\_2: Mm-hmm. It's... Yeah, it's fine. It's just kind of like this wasn't days ago, this was two weeks ago and-

Speaker speaker\_0: I understand. And yeah, I, I honestly, unfortunately, I don't have an answer as to why they have not been updated. That is, that's on APL's side. Like I said, it typically takes a few business days for them to get up to date. Um, but I don't know why, like you said, with it being a few weeks ago, that's something I'm going to have to investigate and ensure that they're up to date. But I did... The lady you were speaking with before I was put on the line with you, I did inform her that your coverage is no longer active and provided the last date that you had active coverage. So she is aware as well and she's going to do her due diligence on her end to get that updated as well.

Speaker speaker\_2: Okay. All right. That's... Just want to make sure this is taken care of. So thank you.

Speaker speaker\_0: You're welcome. You have a wonderful day.

Speaker speaker\_2: You too.

Speaker speaker\_0: Thank you. Bye-bye.