

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for choosing Benefits in a Card. My name is Stephanie. How can I assist you? I need to receive an, uh, um, information via email. I called moments ago and I was supposed to receive an email and never did. I'm calling back to make sure they have the right email on file because I never got the email. Let me know when you're ready for my information. Okay. Um, what staffing agency are you with? I didn't realize that the job I got was a staffing agency. CareBuilders At Home LLC, the Pittsburgh region. Okay, give me one second. Yeah, they definitely hear about you. I haven't heard from you in like forever. No, thank you, I'm not interested. I appreciate it. You said CareBuilders? Yeah, CareBuilders LLC. CareBuilders At Home LLC. So we don't have an agency with that name. Um, does it go by a different name maybe? Okay, ma'am, I receive it... Try ATC. Okay, that one. The one... Is more like it. Yeah, it's that one. Okay, so ATC, and then what are the last four of your social? 5787. And then first and last name, please. Salem Succar. I'm sorry, give me that name again. Salem Succar. Okay, thank you. And for security purposes, I do need your address as well as your date of birth. 1425 South Pittsburgh Street, Connellsville, PA 15425, August 20th, 1987. Okay, thank you. Is your phone number still 320-8603? Correct. And then your email address, what I have is sbs2387@yahoo.com? Correct, samboysam is what you have, correct? That's correct. And it looks like- Yeah. ... what was it that they were supposed to send to you? They were supposed to email me a guide, an outline of what this insurance is- Gotcha. Okay. ... because I want to... I'm going to call the state because I'm under a MAUD plan, a MAUD medical and dental and vision plan with the state, and that's government benefits. And I wo- I don't want them to take my benefits off of me because my employer offers insurance. So I was told it's- Right. ... a limited benefit plan. If, if this isn't... This isn't considered medical insurance, correct? It's a limited benefit? It's not insurance? Well, it is healthcare, um, insurance, because they offer like dental, they offer vision, they offer- Yeah, I don't want to lose that 'cause... Well, under MAUD i pay nothing but my premium and that's it. No max out of pocket, no deductibles, no nothing. I just pay my premium and everything else is covered and I don't want to lose it. Oh, no. Okay. So I want to see, I need something on this so I can send it to the state so I can see if they'll... If they will take the coverage off of me or not. And plus- Okay. ... is there a premium I got to pay a month on this? I got to pay that, plus all these max out of pockets. And in my mind, that's just being greedy. Your health is an- an- an- a necessity, it's not a luxury. Yeah, no, it's not a luxury. And I like that. Okay, yeah. So I'll go ahead and email you that again, um, so that you can have that. Um, I would also check though, I'm going to send it already, but it's... I'm not sure if it's probably like in your spam or your junk file, because for some reason- No, ma'am, it's not. I checked. Okay. So I'll go ahead and resend you that, and then before I let you go from the call, I'll get you to verify that you have received

it. Um, I went ahead and sent it. Do you mind verifying- And this explains everything about the coverage, correct? Yes, correct. It shows you the plans that they offer, all of them, as well as the prices, if you were to choose the employee only or with dependents. And then it should be coming from an email that says info@benefitsinacard.com. If you don't see it right away, I would check your spam and your junk as well. No, I just got it. Okay, so that's the guide. Well, thank you. Have a good day. Thank you. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for choosing Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: I need to receive an, uh, um, information via email. I called moments ago and I was supposed to receive an email and never did. I'm calling back to make sure they have the right email on file because I never got the email. Let me know when you're ready for my information.

Speaker speaker_1: Okay. Um, what staffing agency are you with?

Speaker speaker_2: I didn't realize that the job I got was a staffing agency. CareBuilders At Home LLC, the Pittsburgh region.

Speaker speaker_1: Okay, give me one second.

Speaker speaker_3: Yeah, they definitely hear about you . I haven't heard from you in like forever.

Speaker speaker_2: No, thank you, I'm not interested. I appreciate it.

Speaker speaker_1: You said CareBuilders?

Speaker speaker_2: Yeah, CareBuilders LLC. CareBuilders At Home LLC.

Speaker speaker_1: So we don't have an agency with that name. Um, does it go by a different name maybe?

Speaker speaker_2: Okay, ma'am, I receive it... Try ATC.

Speaker speaker_1: Okay, that one.

Speaker speaker_2: The one...

Speaker speaker_1: Is more like it. Yeah, it's that one. Okay, so ATC, and then what are the last four of your social?

Speaker speaker_2: 5787.

Speaker speaker_1: And then first and last name, please.

Speaker speaker_2: Salem Succar.

Speaker speaker_1: I'm sorry, give me that name again.

Speaker speaker_2: Salem Succar.

Speaker speaker_1: Okay, thank you. And for security purposes, I do need your address as well as your date of birth.

Speaker speaker_2: 1425 South Pittsburgh Street, Connellsville, PA 15425, August 20th, 1987.

Speaker speaker_1: Okay, thank you. Is your phone number still 320-8603?

Speaker speaker_2: Correct.

Speaker speaker_1: And then your email address, what I have is sbs2387@yahoo.com?

Speaker speaker_2: Correct, samboysam is what you have, correct?

Speaker speaker_1: That's correct. And it looks like-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... what was it that they were supposed to send to you?

Speaker speaker_2: They were supposed to email me a guide, an outline of what this insurance is-

Speaker speaker_1: Gotcha. Okay.

Speaker speaker_2: ... because I want to... I'm going to call the state because I'm under a MAUD plan, a MAUD medical and dental and vision plan with the state, and that's government benefits. And I wo- I don't want them to take my benefits off of me because my employer offers insurance. So I was told it's-

Speaker speaker_1: Right.

Speaker speaker_2: ... a limited benefit plan. If, if this isn't... This isn't considered medical insurance, correct? It's a limited benefit? It's not insurance?

Speaker speaker_1: Well, it is healthcare, um, insurance, because they offer like dental, they offer vision, they offer-

Speaker speaker_2: Yeah, I don't want to lose that 'cause... Well, under MAUD i pay nothing but my premium and that's it. No max out of pocket, no deductibles, no nothing. I just pay my premium and everything else is covered and I don't want to lose it.

Speaker speaker_1: Oh, no. Okay.

Speaker speaker_2: So I want to see, I need something on this so I can send it to the state so I can see if they'll... If they will take the coverage off of me or not. And plus-

Speaker speaker_1: Okay.

Speaker speaker_2: ... is there a premium I got to pay a month on this? I got to pay that, plus all these max out of pockets. And in my mind, that's just being greedy. Your health is an- an- an- a necessity, it's not a luxury.

Speaker speaker_1: Yeah, no, it's not a luxury.

Speaker speaker_2: And I like that.

Speaker speaker_1: Okay, yeah. So I'll go ahead and email you that again, um, so that you can have that. Um, I would also check though, I'm going to send it already, but it's... I'm not sure if it's probably like in your spam or your junk file, because for some reason-

Speaker speaker_2: No, ma'am, it's not. I checked.

Speaker speaker_1: Okay. So I'll go ahead and resend you that, and then before I let you go from the call, I'll get you to verify that you have received it. Um, I went ahead and sent it. Do you mind verifying-

Speaker speaker_2: And this explains everything about the coverage, correct?

Speaker speaker_1: Yes, correct. It shows you the plans that they offer, all of them, as well as the prices, if you were to choose the employee only or with dependents. And then it should be coming from an email that says info@benefitsinacard.com. If you don't see it right away, I would check your spam and your junk as well.

Speaker speaker_2: No, I just got it.

Speaker speaker_1: Okay, so that's the guide.

Speaker speaker_2: Well, thank you. Have a good day.

Speaker speaker_1: Thank you. You too.

Speaker speaker_2: Bye-bye.