

Transcript: Malcolm

Nash-6563494577520640-5370511173828608

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Car. How can I help you? I received a text message that said... hold on, I'll read it to you. "Congratulations with your, on your new job with ATC. You have 30 days from your first paycheck to enroll. Call Benefits in a Car at 1-800-497-4856." Does this have to do with my new employment? Do you have... what information do you need to see if I'm in your system? Yes, sir. So that, that's a automatic text that goes out congratulating you on your job with ATC and letting you know that you have 30 days to get enrolled into the health insurance if you wanted to, offered through your new position. What, what is ATC? What is ATC? That's a staffing company. What's the name of the... oh, okay. Well, what does ATC stand for? I cannot tell you that, sir. We're Benefits in a Car, we're a plan administrator for health insurance for staffing companies. Okay. Do you see any information on me in the, in your system if I give you my name and all that? Can you pull me up? Yes, sir. Yes, sir, I could. So what's the last four of your Social Security? 5787. First name? Salem. Last name? Supar. For security purposes, can you verify your address and date of birth for me? 1425 South Pittsburgh Connellsville, PA 15425. August 20th, 1987. Thank you. Your actual phone number is 724-320-8603? Correct. And a good email is sbs2387@yahoo.com? Correct. Okay. So yeah, that's the information that we have in the system. Were you wanting to get enrolled into the coverage or you just wanted information? Well, I want some information on it. I need... I want some information. I don't even know what ATC is. I'm not sure if that's with my current job or not. Um, but this kinda coverage, is this... what kind of coverage is this? So all of these plans are limited benefits plans. They're not PPO plans. So what that means is the doctor or the member sends the claim to the insurance carrier and the carrier pays towards the claim up to a set dollar amount. And depending on the serv- the services rendered and the coverage, the remainder of the claim will be your responsibility. Yeah, see I don't want that. So, can you send me something on this in the mail or email because I'm going to send it to the state and see if the state will still approve me for my benefits. Yes, sir. I can email the benefits- Thank you. ... that you're referring to. Use it when you want information. Yeah. I want, I wanna, I want it to show where they don't... it's not med- medical coverage. It's a limited benefit plan, and I want to see if the state will tell, will still allow me to keep my coverage with this limited benefit plan. Okay. 'Cause I don't want that. I'm not paying nothing. Zero. I, I just sent that, uh, benefits guide to your email. Was there anything else that I can help you with today? No, that's all. Have a great day. Thank you. Goodbye. You too.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in a Car. How can I help you?

Speaker speaker_2: I received a text message that said... hold on, I'll read it to you.
"Congratulations with your, on your new job with ATC. You have 30 days from your first paycheck to enroll. Call Benefits in a Car at 1-800-497-4856." Does this have to do with my new employment? Do you have... what information do you need to see if I'm in your system?

Speaker speaker_1: Yes, sir. So that, that's a automatic text that goes out congratulating you on your job with ATC and letting you know that you have 30 days to get enrolled into the health insurance if you wanted to, offered through your new position.

Speaker speaker_2: What, what is ATC? What is ATC?

Speaker speaker_1: That's a staffing company.

Speaker speaker_2: What's the name of the... oh, okay. Well, what does ATC stand for?

Speaker speaker_1: I cannot tell you that, sir. We're Benefits in a Car, we're a plan administrator for health insurance for staffing companies.

Speaker speaker_2: Okay. Do you see any information on me in the, in your system if I give you my name and all that? Can you pull me up?

Speaker speaker_1: Yes, sir. Yes, sir, I could. So what's the last four of your Social Security?

Speaker speaker_2: 5787.

Speaker speaker_1: First name?

Speaker speaker_2: Salem.

Speaker speaker_1: Last name?

Speaker speaker_2: Supar.

Speaker speaker_1: For security purposes, can you verify your address and date of birth for me?

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

Speaker speaker_1: Thank you. Your actual phone number is 724-320-8603?

Speaker speaker_2: Correct.

Speaker speaker_1: And a good email is sbs2387@yahoo.com?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. So yeah, that's the information that we have in the system. Were you wanting to get enrolled into the coverage or you just wanted information?

Speaker speaker_2: Well, I want some information on it. I need... I want some information. I don't even know what ATC is. I'm not sure if that's with my current job or not. Um, but this kinda coverage, is this... what kind of coverage is this?

Speaker speaker_1: So all of these plans are limited benefits plans. They're not PPO plans. So what that means is the doctor or the member sends the claim to the insurance carrier and the carrier pays towards the claim up to a set dollar amount. And depending on the serv- the services rendered and the coverage, the remainder of the claim will be your responsibility.

Speaker speaker_2: Yeah, see I don't want that. So, can you send me something on this in the mail or email because I'm going to send it to the state and see if the state will still approve me for my benefits.

Speaker speaker_1: Yes, sir. I can email the benefits-

Speaker speaker_2: Thank you.

Speaker speaker_1: ... that you're referring to. Use it when you want information.

Speaker speaker_2: Yeah. I want, I wanna, I want it to show where they don't... it's not medical coverage. It's a limited benefit plan, and I want to see if the state will tell, will still allow me to keep my coverage with this limited benefit plan.

Speaker speaker_1: Okay.

Speaker speaker_2: 'Cause I don't want that. I'm not paying nothing. Zero.

Speaker speaker_1: I, I just sent that, uh, benefits guide to your email. Was there anything else that I can help you with today?

Speaker speaker_2: No, that's all. Have a great day. Thank you. Goodbye.

Speaker speaker_1: You too.