

## Transcript: Pamela

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### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits ... This is Pamela speaking. How may I help you? Hi. Um, I just wanted to get, like, uh, some kind of, uh... I guess I was just kind of curious about the pricing that you guys have for your, uh, medical coverages. And who... What is the staffing agency that you work for? Uh, Partners Personnel. Partner Personnel? Yeah. Okay. And the last four digits of the social? Uh, 0908. And your first and last name? Uh, Jorge Jimenez. Do you have any other last name, sir? Ramirez. Okay, Mr. Jimenez. For security reasons and just to make sure we are in the correct file, we need to verify your complete address and date of birth. I'm sorry? We need to verify your complete address and date of birth. Uh, my complete address is 25188 Sugar Hill Road, and my date of birth is August 10, 2001. And where are you located, sir? Can you tell me the complete address, please? Uh, it's, uh, in Moreno Valley, California. The zip code is 92553. Thank you. Mm-hmm. All right. So, we have a phone number of 951-478-43538 and your email is ja.jimenez with an E at gmail.com? Mm-hmm. Yeah. It's my last name but just the, the I, it's an E. It's an E. Okay. Perfect. All right. So, I need to send your information to the Eligibility Department to see if you are eligible to enroll at this time. It takes 24 to 48 hours for them to get back to me and let me know. Meanwhile, I could... what I could do, I could send you the benefit guide. Then, um, let's see. Is there a specific time that I could reach out to you? Uh, no. Probably like... Yeah, there isn't really a specific time. Okay. So I'll be giving you a call if they get to me tomorrow, most likely in the afternoon. Um, I could give you a call- Mm-hmm. ... and let you know if you are eligible to enroll. Uh, the benefit guide will be emailed to you, like I said, and check your spam and junk mail. It might go there. And, um, is there anything- So for the, the pricing - ... other questions for you? Everything you see here- Yeah. The, the... On the email? Yes. You will see these, um, benefits... I mean, sorry. This insurance is not like, um, traditional health insurance. They already have- Uh-huh. ... a set amount that they gonna, that they're gonna cover it. Anything above that amount will be your responsibility. The amount that you're gonna see under each plan in the benefit guide, that's the amount that the insurance gonna cover. They do not- Okay. ... have any deductible except for the dental plan. It has a \$50 deductible. Okay? Is there anything else I can do for you, sir? No. Yeah. I was just mainly curious about the pricing and all that, that, that you guys had, so I'll just be, uh, waiting for that email. They start, um... They have \$16.90, \$43.76. They, they have different prices. Yeah. But I wouldn't have to... Like, would I be able to see that through the, that email and everything? Because, uh, I guess I'm... I don't know if it's called, like... Some other health coverage thing is, like, asking for it, so that's why I'm kinda just... They just wanna see that, so- Every, every price- ... I'm just trying to- ... is there for each plan. Mm-hmm. And the amount that- Mm-hmm. ... the insurance is gonna cover for the benefit is as well there. Oh, okay. For sure. Like some of the plan will pay \$50 towards the doctor's visit. Mm-hmm.

Another one will pay \$100 and another \$150. All that information is gonna be there. Oh, okay. For sure. So then, uh, uh, I'll just, uh, wait on that email to, to see the, the prices. Did you say that... Would you be able to send that today or do I have to wait tomorrow, you mentioned? No. What I'm gonna wait for tomorrow is the eligibility review, the email, um, generated to send it out. Oh. So then the, the email with the pricing is already sent to me? I have... I'll just send it out. Anything else I can do for you today? Uh, no, I think, uh, I think that should be it. Thank you. All right. Thank you for giving us a call. Have a great rest of the day. And 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 calling Benefits ... This is Pamela speaking. How may I help you?

Speaker speaker\_2: Hi. Um, I just wanted to get, like, uh, some kind of, uh... I guess I was just kind of curious about the pricing that you guys have for your, uh, medical coverages.

Speaker speaker\_1: And who... What is the staffing agency that you work for?

Speaker speaker\_2: Uh, Partners Personnel.

Speaker speaker\_1: Partner Personnel?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. And the last four digits of the social?

Speaker speaker\_2: Uh, 0908.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Uh, Jorge Jimenez.

Speaker speaker\_1: Do you have any other last name, sir?

Speaker speaker\_2: Ramirez.

Speaker speaker\_1: Okay, Mr. Jimenez. For security reasons and just to make sure we are in the correct file, we need to verify your complete address and date of birth.

Speaker speaker\_2: I'm sorry?

Speaker speaker\_1: We need to verify your complete address and date of birth.

Speaker speaker\_2: Uh, my complete address is 25188 Sugar Hill Road, and my date of birth is August 10, 2001.

Speaker speaker\_1: And where are you located, sir? Can you tell me the complete address, please?

Speaker speaker\_2: Uh, it's, uh, in Moreno Valley, California. The zip code is 92553.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: All right. So, we have a phone number of 951-478-43538 and your email is ja.jimenez with an E at gmail.com?

Speaker speaker\_2: Mm-hmm. Yeah. It's my last name but just the, the I, it's an E.

Speaker speaker\_1: It's an E. Okay. Perfect. All right. So, I need to send your information to the Eligibility Department to see if you are eligible to enroll at this time. It takes 24 to 48 hours for them to get back to me and let me know. Meanwhile, I could... what I could do, I could send you the benefit guide. Then, um, let's see. Is there a specific time that I could reach out to you?

Speaker speaker\_2: Uh, no. Probably like... Yeah, there isn't really a specific time.

Speaker speaker\_1: Okay. So I'll be giving you a call if they get to me tomorrow, most likely in the afternoon. Um, I could give you a call-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... and let you know if you are eligible to enroll. Uh, the benefit guide will be emailed to you, like I said, and check your spam and junk mail. It might go there. And, um, is there anything-

Speaker speaker\_2: So for the, the pricing -

Speaker speaker\_1: ... other questions for you? Everything you see here-

Speaker speaker\_2: Yeah. The, the... On the email?

Speaker speaker\_1: Yes. You will see these, um, benefits... I mean, sorry. This insurance is not like, um, traditional health insurance. They already have-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: ... a set amount that they gonna, that they're gonna cover it. Anything above that amount will be your responsibility. The amount that you're gonna see under each plan in the benefit guide, that's the amount that the insurance gonna cover. They do not-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... have any deductible except for the dental plan. It has a \$50 deductible. Okay? Is there anything else I can do for you, sir?

Speaker speaker\_2: No. Yeah. I was just mainly curious about the pricing and all that, that, that you guys had, so I'll just be, uh, waiting for that email.

Speaker speaker\_1: They start, um... They have \$16.90, \$43.76. They, they have different prices.

Speaker speaker\_2: Yeah. But I wouldn't have to... Like, would I be able to see that through the, that email and everything? Because, uh, I guess I'm... I don't know if it's called, like... Some other health coverage thing is, like, asking for it, so that's why I'm kinda just... They just wanna see that, so-

Speaker speaker\_1: Every, every price-

Speaker speaker\_2: ... I'm just trying to-

Speaker speaker\_1: ... is there for each plan.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: And the amount that-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... the insurance is gonna cover for the benefit is as well there.

Speaker speaker\_2: Oh, okay. For sure.

Speaker speaker\_1: Like some of the plan will pay \$50 towards the doctor's visit.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Another one will pay \$100 and another \$150. All that information is gonna be there.

Speaker speaker\_2: Oh, okay. For sure. So then, uh, uh, I'll just, uh, wait on that email to, to see the, the prices. Did you say that... Would you be able to send that today or do I have to wait tomorrow, you mentioned?

Speaker speaker\_1: No. What I'm gonna wait for tomorrow is the eligibility review, the email, um, generated to send it out.

Speaker speaker\_2: Oh. So then the, the email with the pricing is already sent to me?

Speaker speaker\_1: I have... I'll just send it out. Anything else I can do for you today?

Speaker speaker\_2: Uh, no, I think, uh, I think that should be it. Thank you.

Speaker speaker\_1: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_2: And you too. Bye-bye.