

Transcript: Pamela

Blanc-4576003481976832-6355642843971584

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... according to the system. I'm speaking, how may I help you? Uh, I can barely hear you, but my name is Theresa Kell and I'm calling, um, I got a job at UGN, and I was told to call about my insurance. What was the name of the staffing agency? Um, it, it, it was, um, through UGN, I'm hi-, I'm working at UGN in Valparaiso, Indiana. In what state? I got hired... Yeah, it's UGN, it's called UGN in Valparaiso. I was hired in, um, through a temp agency. That's why I- A temp agency? Yeah. Workforce Management is the name of it. Right. And the last four digits of your Social? 8209. Your first and last name, ma'am? Theresa Kell. K-E-L-L. I'm sorry, can you repeat the last four? I think I got it wrong. Kell. K-E-L-L. The last four digits. I'm sorry, 8209. Oh, 8209, I got 2209. Yeah. All right, Ms. Kell, for security reasons and to make sure we are in the correct file, I need to verify your complete address and date of birth. 2752 Wells Street, Lake Station, Indiana, 46405. And what was the date of birth? 5/19/69. This is not it, right. Okay, one second. That's not the correct file. Bear with me, let me... Oh, no problem. I'm just glad you answered 'cause I just got off of work, I didn't even know if you was open. I work Monday through Friday... Oh, yes. ... so it's hard to catch- Oh. ... anybody after 3:00, you know? Mm-hmm. We, we here from Monday through Friday. I mean, what, what hours? Uh, 8:00 a- 8:00 A.M. 'til 8:00 P.M. Oh, okay, great. That works for me. Yes. We are Eastern time. Oh, okay. Yeah. Now I think I got the correct file. We have the phone number on file, 219-628-2173. Right. And your email is jwkell, your last name, 72 at hotmail.com? Yes. Okay. Yeah, J-W 7-2- Thank you. Right? Okay, mm-hmm. And what is it that you need help with? Um, well, from my understanding, I wanted dental, vision, and regular insurance for me and my husband. But according to the, the guy that hot, that took, that told me about it, he said it's like \$1,500 a month. There's no way I can pay that. I just want to get regular insurance, no dental or health, 'cause that's gonna take my... I don't even make \$1,500 in a month. Okay. So, here I have you enrolled in dental and vision only so far. Yeah. Okay. Yeah, I just want regular, whatever's the cheapest route to go, 'cause there's no way I can afford \$1,500 a month. I don't even make that. Mm-hmm. That is the, that, um, I think they told you about... Let me see. They have some plan- This is crazy. They have the high deductible, yeah. Now, what I could do, so you could take your time and look at the benefit guide, you still have until the 14th. The 14th is next month? Of February. Mm-hmm. February 14th. To enroll. So, I can send you the complete guide, and you could see the medical plans that they offer, and you could call us back, um, and we could just add it to the plan that you're already enrolled in. Yeah, 'cause I, I, if it's, if I had regular insurance, dental and vision in it, they're gonna charge me \$1,500. There's no way, I just want regular insurance, no dental, no, no vision, because I can't aff- I can't do nothing with \$1,500 a month. No, no. You're paying \$3.64 for the dental, and \$2.15 for vision. Give me one second. Yeah, 'cause he told me \$1,500 a month. I'm like,

"What?" I don't even make that much money in a month. Wait, and I think they are providing... Let me see something here. 'Cause they have to have my husband on it, 'cause his job doesn't offer insurance, so... Yeah, let me double check here about the... I'm working with you. I just want to know- Oh, no problem. I'm at home. I'm not, I'm not working no more, so I'm okay. All right, so what I'm going to do, like the dental cost is \$3.64 and the vision is \$2.15. Now they do offer these for medical plans that you don't have the high deductible because these are not like the regular insurance. Uh-huh. They already have a set amount that they're going to pay. Anything above that amount is your responsibility, responsibility. Okay. Now on the benefit guide, you will see, um, the name of the plan and under that name, you're going to see the prices of that insurance, but it pay and how much you got to pay weekly. Yeah, that's what I want to know. Weekly, because yeah, I- I don't want nothing like \$1500 a month. I about floored it. I'm like what? So when you get the benefit guide, you go over it. If you have any questions, just give us a call. Like I said, we here until 8:00 Eastern time. Okay, I got until the 14th. Okay, the 14th of next month. Okay, thank you so much for your help. I appreciate it. You're going to send me the email? Yes, ma'am. It's coming through y'all mail. Okay. It's coming from info@benefitsunigard. All righty. Thank you so much. I appreciate it. All right, thank you for giving us a call. Uh-huh, have a nice evening. Bye-bye.

Conversation Format

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

Speaker speaker_1: ... according to the system.

Speaker speaker_2: I'm speaking, how may I help you?

Speaker speaker_3: Uh, I can barely hear you, but my name is Theresa Kell and I'm calling, um, I got a job at UGN, and I was told to call about my insurance.

Speaker speaker_2: What was the name of the staffing agency?

Speaker speaker_3: Um, it, it, it was, um, through UGN, I'm hi-, I'm working at UGN in Valparaiso, Indiana.

Speaker speaker_2: In what state?

Speaker speaker_3: I got hired... Yeah, it's UGN, it's called UGN in Valparaiso. I was hired in, um, through a temp agency. That's why I-

Speaker speaker_2: A temp agency?

Speaker speaker_3: Yeah. Workforce Management is the name of it.

Speaker speaker_2: Right. And the last four digits of your Social?

Speaker speaker_3: 8209.

Speaker speaker_2: Your first and last name, ma'am?

Speaker speaker_3: Theresa Kell. K-E-L-L.

Speaker speaker_2: I'm sorry, can you repeat the last four? I think I got it wrong.

Speaker speaker_3: Kell. K-E-L-L.

Speaker speaker_2: The last four digits.

Speaker speaker_3: I'm sorry, 8209.

Speaker speaker_2: Oh, 8209, I got 2209. Yeah. All right, Ms. Kell, for security reasons and to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_3: 2752 Wells Street, Lake Station, Indiana, 46405.

Speaker speaker_2: And what was the date of birth?

Speaker speaker_3: 5/19/69.

Speaker speaker_2: This is not it, right. Okay, one second. That's not the correct file. Bear with me, let me...

Speaker speaker_3: Oh, no problem. I'm just glad you answered 'cause I just got off of work, I didn't even know if you was open. I work Monday through Friday...

Speaker speaker_2: Oh, yes.

Speaker speaker_3: ... so it's hard to catch-

Speaker speaker_2: Oh.

Speaker speaker_3: ... anybody after 3:00, you know?

Speaker speaker_2: Mm-hmm. We, we here from Monday through Friday.

Speaker speaker_3: I mean, what, what hours?

Speaker speaker_2: Uh, 8:00 a- 8:00 A.M. 'til 8:00 P.M.

Speaker speaker_3: Oh, okay, great. That works for me.

Speaker speaker_2: Yes. We are Eastern time.

Speaker speaker_3: Oh, okay.

Speaker speaker_2: Yeah. Now I think I got the correct file. We have the phone number on file, 219-628-2173.

Speaker speaker_3: Right.

Speaker speaker_2: And your email is jwkell, your last name, 72 at hotmail.com?

Speaker speaker_3: Yes.

Speaker speaker_2: Okay.

Speaker speaker_3: Yeah, J-W 7-2- Thank you.

Speaker speaker_2: Right?

Speaker speaker_3: Okay, mm-hmm.

Speaker speaker_2: And what is it that you need help with?

Speaker speaker_3: Um, well, from my understanding, I wanted dental, vision, and regular insurance for me and my husband. But according to the, the guy that hot, that took, that told me about it, he said it's like \$1,500 a month. There's no way I can pay that. I just want to get regular insurance, no dental or health, 'cause that's gonna take my... I don't even make \$1,500 in a month.

Speaker speaker_2: Okay. So, here I have you enrolled in dental and vision only so far.

Speaker speaker_3: Yeah.

Speaker speaker_2: Okay.

Speaker speaker_3: Yeah, I just want regular, whatever's the cheapest route to go, 'cause there's no way I can afford \$1,500 a month. I don't even make that.

Speaker speaker_2: Mm-hmm. That is the, that, um, I think they told you about... Let me see. They have some plan-

Speaker speaker_3: This is crazy.

Speaker speaker_2: They have the high deductible, yeah. Now, what I could do, so you could take your time and look at the benefit guide, you still have until the 14th.

Speaker speaker_3: The 14th is next month?

Speaker speaker_2: Of February. Mm-hmm.

Speaker speaker_3: February 14th.

Speaker speaker_2: To enroll. So, I can send you the complete guide, and you could see the medical plans that they offer, and you could call us back, um, and we could just add it to the plan that you're already enrolled in.

Speaker speaker_3: Yeah, 'cause I, I, if it's, if I had regular insurance, dental and vision in it, they're gonna charge me \$1,500. There's no way, I just want regular insurance, no dental, no, no vision, because I can't aff- I can't do nothing with \$1,500 a month.

Speaker speaker_2: No, no. You're paying \$3.64 for the dental, and \$2.15 for vision. Give me one second.

Speaker speaker_3: Yeah, 'cause he told me \$1,500 a month. I'm like, "What?" I don't even make that much money in a month.

Speaker speaker_2: Wait, and I think they are providing... Let me see something here.

Speaker speaker_3: 'Cause they have to have my husband on it, 'cause his job doesn't offer insurance, so...

Speaker speaker_2: Yeah, let me double check here about the... I'm working with you. I just want to know-

Speaker speaker_3: Oh, no problem. I'm at home. I'm not, I'm not working no more, so I'm okay.

Speaker speaker_2: All right, so what I'm going to do, like the dental cost is \$3.64 and the vision is \$2.15. Now they do offer these for medical plans that you don't have the high deductible because these are not like the regular insurance.

Speaker speaker_3: Uh-huh.

Speaker speaker_2: They already have a set amount that they're going to pay. Anything above that amount is your responsibility, responsibility.

Speaker speaker_3: Okay.

Speaker speaker_2: Now on the benefit guide, you will see, um, the name of the plan and under that name, you're going to see the prices of that insurance, but it pay and how much you got to pay weekly.

Speaker speaker_3: Yeah, that's what I want to know. Weekly, because yeah, I- I don't want nothing like \$1500 a month. I about floored it. I'm like what?

Speaker speaker_2: So when you get the benefit guide, you go over it. If you have any questions, just give us a call. Like I said, we here until 8:00 Eastern time.

Speaker speaker_3: Okay, I got until the 14th. Okay, the 14th of next month. Okay, thank you so much for your help. I appreciate it. You're going to send me the email?

Speaker speaker_2: Yes, ma'am. It's coming through y'all mail.

Speaker speaker_3: Okay.

Speaker speaker_2: It's coming from info@benefitsunigard.

Speaker speaker_3: All righty. Thank you so much. I appreciate it.

Speaker speaker_2: All right, thank you for giving us a call.

Speaker speaker_3: Uh-huh, have a nice evening. Bye-bye.