

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... in a Car, this is Pamela speaking. How may I help you? Hello? Thank you for calling Benefits in a Car, this is Pamela speaking. How may I help you? Yes, I was just returning a call. My name is Gerald Jones. We are the administrator for health insurance. What's the staffing agency you work for, sir? Sorry, can you repeat that? We are the administrator for health insurance. What's the staffing agency you work for? Staffing agency that I work for? Uh, BVSS. Yeah. Okay. I could barely hear you, it's a lot of background noises in the back. Hold on, hold on, hold on. I- I'm gonna move. Just one sec. Give me one sec. One second. One second. Oh. Okay, can you hear me a little bit better? Yes, sir. Yes. How may I help you? Okay, so, yes, no, I was just returning a call. But I got a new call- Okay, so we are the administrator for the health insurance and staffing agency. Okay. Are you currently working for a staffing agency? Um, I'm working for one called BVSS. Okay. Yeah. Yeah. What does the text say? Or did they leave a voicemail? Yeah, that, it was a voicemail there. Hold on one second. 'Cause I usually get more voicemails than text messages coming up. They said- Okay. They said, "Hello, this is, message is for Mr. Jones. This is Victoria with Benefits in a Car. We administer medical insurance for BVSS and we did not receive enrollment from you by the time the date of the 8th of January." It looks like, on the form- Okay. ... he did request for new plan for Employee Plus coverage. All right. So may I have the last four digits of your Social so I can pull up your file? Yes, it's, uh, 6306. And your first and last name? Gerald is the first name, last name is Jones. Can you say your first and full name? BVSS? Yes. Give me one second. First name is Gerald with a G-E-R-A-L-D. Mm-hmm. And the last name's Jones. J-O-N-E-S. Bear with me. Okay. Give me one more second, s- sir. What's up? I'm trying to find your file. Wait, wait. It's pulling now. Yeah, that s- system is starting to slow. Okay. So Mr. Jones, for security reasons, just to make sure we are in the correct file, can we please verify your complete address and date of birth? My date of birth is 11/6/1994. My address is 2 Marina Boulevard, Apartment 384 in Pittsburg, California 94565 is the zip. All right, thank you for the information. Um, we have a telephone number on file. Um, uh-oh. It's 452-4169 and your email is dc1600@gmail.com? That is correct. All right. So you wanted to enroll in the Health Benefits for Y- Youth Children? Yeah. Yeah. And would you also... Um, yeah, I- I, see about that, um, I wanted to, 'cause I don't have my sons. I don't have their Social. Their mom has it and I would have to talk to her. And, uh- Okay. ... you know, so I wanted to see if I could just postpone on that for right now, if that's okay? Okay. And just have it for me? Sure. I mean, we could enroll them with the date of birth and, and first and last name and when you get the information you could give it back to us. Or we could keep their enrollment- Okay, well- Huh? I would say, I could do that, that's fine until I can get their- Okay. ... uh, Socials. All right. And let's get the first child's- Yeah, I can do that. ... phone number. The first, the first name. Um, first child is, uh, his name is

Isaiah. And you spell that I-S-A-I-A-H. And their last na- last name is Starphas, S-T-A-R-F-A-S. Okay. And his date of birth is 02/16, one- uh, 2016. Is this 0- uh, 01/06/2016? No, it's 0... 0/02/16. The day after Valentine's Day, February 15th, 2016. All right. Yeah. It is. My second child, my second son's name is Tytus, and you spell that T-Y-T-U-S. And then his last name is Starphas as well. All right. Date of birth? 03/25/2021. Okay. Any other child? No, that's it. Okay. So I'm gonna go ahead and change the enrollment from employee to employees both chil- children. The benefits will start the following Monday after we receive the first premium from your employer. Then your ID card will be- Okay. ... for us to generate in the system. It will be mailed out to you within- Okay. ... seven to 10 days. Okay. All right? Anything else that I can do for you? No, that was it. All right. Thank you for speaking with SoCoHealth. Have a pleasant rest of the day. Thank you. You as well.

Conversation Format

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

Speaker speaker_1: ... in a Car, this is Pamela speaking. How may I help you?

Speaker speaker_2: Hello?

Speaker speaker_1: Thank you for calling Benefits in a Car, this is Pamela speaking. How may I help you?

Speaker speaker_2: Yes, I was just returning a call. My name is Gerald Jones.

Speaker speaker_1: We are the administrator for health insurance. What's the staffing agency you work for, sir?

Speaker speaker_2: Sorry, can you repeat that?

Speaker speaker_1: We are the administrator for health insurance. What's the staffing agency you work for?

Speaker speaker_2: Staffing agency that I work for? Uh, BVSS.

Speaker speaker_1: Yeah.

Speaker speaker_2: Okay.

Speaker speaker_1: I could barely hear you, it's a lot of background noises in the back.

Speaker speaker_2: Hold on, hold on, hold on. I- I'm gonna move. Just one sec. Give me one sec. One second. One second. Oh. Okay, can you hear me a little bit better?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Yes.

Speaker speaker_1: How may I help you?

Speaker speaker_2: Okay, so, yes, no, I was just returning a call. But I got a new call-

Speaker speaker_1: Okay, so we are the administrator for the health insurance and staffing agency.

Speaker speaker_2: Okay.

Speaker speaker_1: Are you currently working for a staffing agency?

Speaker speaker_2: Um, I'm working for one called BVSS.

Speaker speaker_1: Okay.

Speaker speaker_2: Yeah. Yeah.

Speaker speaker_1: What does the text say? Or did they leave a voicemail?

Speaker speaker_2: Yeah, that, it was a voicemail there. Hold on one second. 'Cause I usually get more voicemails than text messages coming up. They said-

Speaker speaker_1: Okay.

Speaker speaker_2: They said, "Hello, this is, message is for Mr. Jones. This is Victoria with Benefits in a Car. We administer medical insurance for BVSS and we did not receive enrollment from you by the time the date of the 8th of January." It looks like, on the form-

Speaker speaker_1: Okay.

Speaker speaker_2: ... he did request for new plan for Employee Plus coverage.

Speaker speaker_1: All right. So may I have the last four digits of your Social so I can pull up your file?

Speaker speaker_2: Yes, it's, uh, 6306.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Gerald is the first name, last name is Jones.

Speaker speaker_1: Can you say your first and full name? BVSS?

Speaker speaker_2: Yes.

Speaker speaker_1: Give me one second.

Speaker speaker_2: First name is Gerald with a G-E-R-A-L-D.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And the last name's Jones. J-O-N-E-S.

Speaker speaker_1: Bear with me. Okay. Give me one more second, s- sir.

Speaker speaker_2: What's up?

Speaker speaker_1: I'm trying to find your file.

Speaker speaker_2: Wait, wait. It's pulling now.

Speaker speaker_1: Yeah, that s- system is starting to slow. Okay. So Mr. Jones, for security reasons, just to make sure we are in the correct file, can we please verify your complete address and date of birth?

Speaker speaker_2: My date of birth is 11/6/1994. My address is 2 Marina Boulevard, Apartment 384 in Pittsburg, California 94565 is the zip.

Speaker speaker_1: All right, thank you for the information. Um, we have a telephone number on file. Um, uh-oh. It's 452-4169 and your email is dc1600@gmail.com?

Speaker speaker_2: That is correct.

Speaker speaker_1: All right. So you wanted to enroll in the Health Benefits for Y- Youth Children?

Speaker speaker_2: Yeah. Yeah.

Speaker speaker_1: And would you also...

Speaker speaker_2: Um, yeah, I- I, see about that, um, I wanted to, 'cause I don't have my sons. I don't have their Social. Their mom has it and I would have to talk to her. And, uh-

Speaker speaker_1: Okay.

Speaker speaker_2: ... you know, so I wanted to see if I could just postpone on that for right now, if that's okay?

Speaker speaker_1: Okay.

Speaker speaker_2: And just have it for me?

Speaker speaker_1: Sure. I mean, we could enroll them with the date of birth and, and first and last name and when you get the information you could give it back to us. Or we could keep their enrollment-

Speaker speaker_2: Okay, well-

Speaker speaker_1: Huh?

Speaker speaker_2: I would say, I could do that, that's fine until I can get their-

Speaker speaker_1: Okay.

Speaker speaker_2: ... uh, Socials.

Speaker speaker_1: All right. And let's get the first child's-

Speaker speaker_2: Yeah, I can do that.

Speaker speaker_1: ... phone number. The first, the first name.

Speaker speaker_2: Um, first child is, uh, his name is Isaiah. And you spell that I-S-A-I-A-H. And their last na- last name is Starphas, S-T-A-R-F-A-S.

Speaker speaker_1: Okay.

Speaker speaker_2: And his date of birth is 02/16, one- uh, 2016.

Speaker speaker_1: Is this 0- uh, 01/06/2016?

Speaker speaker_2: No, it's 0... 0/02/16. The day after Valentine's Day, February 15th, 2016.

Speaker speaker_1: All right.

Speaker speaker_2: Yeah. It is. My second child, my second son's name is Tytus, and you spell that T-Y-T-U-S. And then his last name is Starphas as well.

Speaker speaker_1: All right. Date of birth?

Speaker speaker_2: 03/25/2021.

Speaker speaker_1: Okay. Any other child?

Speaker speaker_2: No, that's it.

Speaker speaker_1: Okay. So I'm gonna go ahead and change the enrollment from employee to employees both chil- children. The benefits will start the following Monday after we receive the first premium from your employer. Then your ID card will be-

Speaker speaker_2: Okay.

Speaker speaker_1: ... for us to generate in the system. It will be mailed out to you within-

Speaker speaker_2: Okay.

Speaker speaker_1: ... seven to 10 days.

Speaker speaker_2: Okay.

Speaker speaker_1: All right? Anything else that I can do for you?

Speaker speaker_2: No, that was it.

Speaker speaker_1: All right. Thank you for speaking with SoCoHealth. Have a pleasant rest of the day.

Speaker speaker_2: Thank you. You as well.