

Transcript: Pamela

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Full Transcript

... for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hi. Yes, ma'am. I'm just trying to get, um, a copy of my insurance cards. Okay. Okay. And who, and who do you work for? Uh, uh, the temp company is called Partners. May I have the last four digits of the Social? 7003. 7003? Your first and last name? Yeah, seven, ze- Christopher Sours. Christopher. Mr. Sours, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? It's 219 Mimosa Circle, Maryville, Tennessee 37801. And my date of birth is January 28th, 1993. Thank you for the information. We have a phone number on file, 865-466-8982. Yes, ma'am. All right. And we have an email which is chrisjacob, jacob25 at- Yeah. ... gmail.com. Yeah, it's chrisjacob25 at gmail.com. It's C-H-R-I-S-J-A-Y-C-O-D-2-5 at gmail.com. Sir, we do not have any enrollment for you. Do you recall when you tried to enroll in the benefits, because there's no enrollment here for you? Well, I thought I enrolled when I, uh, applied for the job. They said I had... They're taking Medicaid out of my checks. And this is or BIC, because there's no enrollment here. No enrollment at all. Is that, um... Okay, that makes no sense. Um... If you said that they'd taken out- Do you know when I can... Um- Yeah, I'm pretty sure they've taken it out of my checks, but, um, do you know when I can enroll then? They usually do enrollment in October. So by October, you should be receiving text messages and emails letting you know that it's, um, enrollment time. Okay. If you would like us to send you an email with the instruction to send us a copy of your pay stubs showing the deductions... Yeah. Hold on. Let me share everything. 'Cause it's Medicaid, right? Uh, it should say BIC and the name of the plan, like dental, vision that are coming out of your check. Okay. Not Medicare, because that might be from the government. Okay. I send you the email coming in from info@benefitsinacard? Anyway, just if you want to send it so we could check on that information? And... Okay. Check your spam and junk mail. It might go there. All righty. Thank you. All right. Thank you for giving us a call. Have a great rest of the day. Thank you.

Conversation Format

Speaker speaker_0: ... for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi. Yes, ma'am. I'm just trying to get, um, a copy of my insurance cards. Okay.

Speaker speaker_0: Okay. And who, and who do you work for?

Speaker speaker_1: Uh, uh, the temp company is called Partners.

Speaker speaker_0: May I have the last four digits of the Social?

Speaker speaker_1: 7003.

Speaker speaker_0: 7003? Your first and last name?

Speaker speaker_1: Yeah, seven, ze- Christopher Sours.

Speaker speaker_0: Christopher. Mr. Sours, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: It's 219 Mimosa Circle, Maryville, Tennessee 37801. And my date of birth is January 28th, 1993.

Speaker speaker_0: Thank you for the information. We have a phone number on file, 865-466-8982.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. And we have an email which is chrisjacob, jacob25 at-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... gmail.com.

Speaker speaker_1: Yeah, it's chrisjacob25 at gmail.com. It's C-H-R-I-S-J-A-Y-C-O-D-2-5 at gmail.com.

Speaker speaker_0: Sir, we do not have any enrollment for you. Do you recall when you tried to enroll in the benefits, because there's no enrollment here for you?

Speaker speaker_1: Well, I thought I enrolled when I, uh, applied for the job. They said I had... They're taking Medicaid out of my checks.

Speaker speaker_0: And this is or BIC, because there's no enrollment here. No enrollment at all.

Speaker speaker_1: Is that, um... Okay, that makes no sense. Um...

Speaker speaker_0: If you said that they'd taken out-

Speaker speaker_1: Do you know when I can...

Speaker speaker_0: Um-

Speaker speaker_1: Yeah, I'm pretty sure they've taken it out of my checks, but, um, do you know when I can enroll then?

Speaker speaker_0: They usually do enrollment in October. So by October, you should be receiving text messages and emails letting you know that it's, um, enrollment time.

Speaker speaker_1: Okay.

Speaker speaker_0: If you would like us to send you an email with the instruction to send us a copy of your pay stubs showing the deductions...

Speaker speaker_1: Yeah.

Speaker speaker_0: Hold on. Let me share everything.

Speaker speaker_1: 'Cause it's Medicaid, right?

Speaker speaker_0: Uh, it should say BIC and the name of the plan, like dental, vision that are coming out of your check.

Speaker speaker_1: Okay.

Speaker speaker_0: Not Medicare, because that might be from the government.

Speaker speaker_1: Okay.

Speaker speaker_0: I send you the email coming in from info@benefitsinacard? Anyway, just if you want to send it so we could check on that information? And...

Speaker speaker_1: Okay.

Speaker speaker_0: Check your spam and junk mail. It might go there.

Speaker speaker_1: All righty. Thank you.

Speaker speaker_0: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: Thank you.