

## **Transcript: Pamela**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Accord. This is Pamela speaking. How may I help you? Good morning. Um, my name is Radhika Salmon. I work for an agency that's called Innovative Staffing. Um, I did an application for the ins- insurance plan that they offered to me about, uh, a month now. I did it the same time my friend did hers. She got her card, and I still haven't received the card in the mail, and I don't see where they're withdrawing anything from my paycheck as well. So, I was just wondering what could be the cause of that. Okay. So, um, I will have to pull up your account, uh, in order for me to help you. May I have the last four digits of the Social? Um, hold on. Give me one second. 6717. 6717. And you say Innovative Staffing? Yes. Okay. And what is your first and last name, ma'am? Radhika Salmon. Ms. Salmon, for security reasons, just to make sure we are in the correct file- Mm-hmm. ... can you please verify your complete address and date of birth? 61919 4th Street Lasels, Illinois. February 17, 1991. Okay. We have a telephone number on file, 305-803-2680. Yeah. And your email is- It's radhika@ya- at g- it's radhika261@gmail.com. Yes, ma'am. Um. Let's see what happens. Now, we received a enrollment form back in September that you signed on the 4th. But on that form, it says that you th- didn't want to participate. That's what you selected, that you didn't want to enroll. Oh, no. Probably I made a mistake, but no, I didn't... I didn't sign a form that I didn't want to enroll. I did it, um... Where are we now, in October? Yeah, in September, I did the application. Mm-hmm. And then after that, when do you start working? I start working in September. I did it, like, a week after working or two weeks after working. Mm-hmm. Okay. So, we don't have any enrollment. Like I said, it was declined because of that, uh, form that we received. If you- Okay. Can I do an enrollment over the phone? Yes, you can. Um... Okay. Do you remember what you wanted to enroll to? Uh, I just... I wanted the... It was the first one. It was the one for twenty-something dollars. Let me see here. Let me- How much it was? It was twenty-something dollars. I don't remember. Something like that. They have the Insure Plus Enhanced for 22.94. Uh... So, I want one that covers, um, dental, vision, and like, foreign... Like, if I have to go to the emergency room or something like that. Do you have something that cover that, all of that? No, you have to add... You have to add the options. Let's say you choose the medical, then we add the dental and vision. It doesn't come in a package. It doesn't come in a package? No. Okay. They have a plan called Insure Plus Basic, which is 16.29. Insure Plus Enhanced for \$22.94. And then we have, um, the Stay Healthy, which is \$22. I mean, sorry, twen- \$12.21, and you have to choose the critical illness if you select that plan. And that plan is only for preventive care. You won't be able to use that in a hospital. Insure Plus Basic and the Insure Plus Enhanced, those are the ones that you are able to use it in the hospital. Okay, so the Basic would be able to use at a hospital? Yes, ma'am. And that one is how much, for \$22? They have one for 16.29, and the other one is 22.94. Okay, um. I'll

do the 22.94, the one that would allow me to go to the hospital just in case of an emergency. Mm-hmm. Then if we add the dental and vision, you will be paying \$28.31. Oh, so what if I just... Okay, so 28. Okay. Okay. So the benefits- You should add the vision. Yes, with the vision. Vision is \$1.99. The dental is \$3 and- You can... You can add the vision. The dental, um... Okay, add both. I don't care so much about- So, the total... The total will be \$28.31 for the three plans. Okay. Medical, dental and vision. Okay. Okay? So, the, um... The benefits will start the following Monday after we receive the first premium from your employer. Then your ID card- Mm-hmm. ... will generate in the system. It will be mailed out to you within seven to 10 days. Now, your medical card, which is this Insure Plus, that one will go to you email. If you need a physical card- Okay. ... after the benefits are active, you could request one through us or through the actual carrier. Okay. Um, okay? Is there anything else that I could do for you, ma'am? No. That was it. All right. Thank you for giving us a call today. Have a great rest of the day. Okay. Thank you. Have a very good day yourself. Uh-huh. 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 and Accord. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Good morning. Um, my name is Radhika Salmon. I work for an agency that's called Innovative Staffing. Um, I did an application for the ins- insurance plan that they offered to me about, uh, a month now. I did it the same time my friend did hers. She got her card, and I still haven't received the card in the mail, and I don't see where they're withdrawing anything from my paycheck as well. So, I was just wondering what could be the cause of that.

Speaker speaker\_1: Okay. So, um, I will have to pull up your account, uh, in order for me to help you. May I have the last four digits of the Social?

Speaker speaker\_2: Um, hold on. Give me one second. 6717.

Speaker speaker\_1: 6717. And you say Innovative Staffing?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. And what is your first and last name, ma'am?

Speaker speaker\_2: Radhika Salmon.

Speaker speaker\_1: Ms. Salmon, for security reasons, just to make sure we are in the correct file-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... can you please verify your complete address and date of birth?

Speaker speaker\_2: 61919 4th Street Lasels, Illinois. February 17, 1991.

Speaker speaker\_1: Okay. We have a telephone number on file, 305-803-2680.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: And your email is-

Speaker speaker\_2: It's radhika@ya- at g- it's radhika261@gmail.com.

Speaker speaker\_1: Yes, ma'am. Um. Let's see what happens. Now, we received a enrollment form back in September that you signed on the 4th. But on that form, it says that you th- didn't want to participate. That's what you selected, that you didn't want to enroll.

Speaker speaker\_2: Oh, no. Probably I made a mistake, but no, I didn't... I didn't sign a form that I didn't want to enroll. I did it, um... Where are we now, in October? Yeah, in September, I did the application.

Speaker speaker\_1: Mm-hmm. And then after that, when do you start working?

Speaker speaker\_2: I start working in September. I did it, like, a week after working or two weeks after working.

Speaker speaker\_1: Mm-hmm. Okay. So, we don't have any enrollment. Like I said, it was declined because of that, uh, form that we received. If you-

Speaker speaker\_2: Okay. Can I do an enrollment over the phone?

Speaker speaker\_1: Yes, you can. Um...

Speaker speaker\_2: Okay.

Speaker speaker\_1: Do you remember what you wanted to enroll to?

Speaker speaker\_2: Uh, I just... I wanted the... It was the first one. It was the one for twenty-something dollars. Let me see here. Let me-

Speaker speaker\_1: How much it was?

Speaker speaker\_2: It was twenty-something dollars. I don't remember. Something like that.

Speaker speaker\_1: They have the Insure Plus Enhanced for 22.94.

Speaker speaker\_2: Uh... So, I want one that covers, um, dental, vision, and like, foreign... Like, if I have to go to the emergency room or something like that. Do you have something that cover that, all of that?

Speaker speaker\_1: No, you have to add... You have to add the options. Let's say you choose the medical, then we add the dental and vision. It doesn't come in a package.

Speaker speaker\_2: It doesn't come in a package?

Speaker speaker\_1: No.

Speaker speaker\_2: Okay.

Speaker speaker\_1: They have a plan called Insure Plus Basic, which is 16.29. Insure Plus Enhanced for \$22.94. And then we have, um, the Stay Healthy, which is \$22. I mean, sorry, twenty-two- \$12.21, and you have to choose the critical illness if you select that plan. And that plan is only for preventive care. You won't be able to use that in a hospital. Insure Plus Basic and the Insure Plus Enhanced, those are the ones that you are able to use it in the hospital.

Speaker speaker\_2: Okay, so the Basic would be able to use at a hospital?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: And that one is how much, for \$22?

Speaker speaker\_1: They have one for 16.29, and the other one is 22.94.

Speaker speaker\_2: Okay, um. I'll do the 22.94, the one that would allow me to go to the hospital just in case of an emergency.

Speaker speaker\_1: Mm-hmm. Then if we add the dental and vision, you will be paying \$28.31.

Speaker speaker\_2: Oh, so what if I just... Okay, so 28. Okay.

Speaker speaker\_1: Okay. So the benefits-

Speaker speaker\_2: You should add the vision.

Speaker speaker\_1: Yes, with the vision. Vision is \$1.99. The dental is \$3 and-

Speaker speaker\_2: You can... You can add the vision. The dental, um... Okay, add both. I don't care so much about-

Speaker speaker\_1: So, the total... The total will be \$28.31 for the three plans.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Medical, dental and vision.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay? So, the, um... The benefits will start the following Monday after we receive the first premium from your employer. Then your ID card-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... will generate in the system. It will be mailed out to you within seven to 10 days. Now, your medical card, which is this Insure Plus, that one will go to your email. If you need a physical card-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... after the benefits are active, you could request one through us or through the actual carrier.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, okay? Is there anything else that I could do for you, ma'am?

Speaker speaker\_2: No. That was it.

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

Speaker speaker\_2: Okay. Thank you. Have a very good day yourself.

Speaker speaker\_1: Uh-huh. Bye-bye.