

## **Transcript: Pamela**

**Blanc-4776420706664448-4668695624597504**

### **Full Transcript**

I'm gonna see how may I help you. Hi. Uh, you're with Pamela? Yes, sir. Hi, Pamela. My name is Edgar. How you doing? Good, and you? Good. I have some questions about my, uh, medical- Mm-hmm. ... uh, enrollment benefits. Who do you work for, sir? Can I talk to you about that? Sure. Um, so- Who do you work for? Um, right now, I work for a temp at agency called Noor Staffing Group. Uh-huh. Okay. Um- And what are we- May I have the last four digits of your Social, so I can put up your file? Sure. 1913. 1913? Yes. Second. You said Noor, right? Noor, correct. Correct. N-O-O-R. Mr. Rentas. Okay, Mr. Rentas, right? Correct. Uh, let's verify your complete address and date of birth for security reasons and just to make sure we are in the correct file. Sure. It's, uh, 4200 Hutchinson River Parkway East, Apartment 15E as in Echo, Bronx, New York, 10475. Date of birth is 11/30/1979. Okay. Thank you for the information. Um, Mr. Rentas, we do not have a telephone number in case we need to contact you. Would you like to provide one? Sure. Let me know when you're ready. Is it one you're calling from? Correct. 845-608-4087. Correct. Okay, and what, um, information do you need about the benefits? If you can, um, explain what the difference between the VIP Classic and the Elite Pro is. Sure. Where are you, um, are you looking this information in a PDF file or a pamphlet? Uh, I print, I printed out. They sent it to me in a PDF, but I printed it out. Okay. So, first, these insurance are not like the major insurance. Um, the amount that you see under the Elite Pro, that's the amount that insurance going to cover. Same thing with the VIP Classic. So, the difference between them is the amount that you're going to be paying for paycheck, and the amount that the insurance going to cover for the procedures listed there. Not everything is listed there of what they cover, but, um, we will have an idea. For example, the, uh, let's say if you need to go to the hospital admission. For the VIP Classic, the insurance going to cover 50... \$500 a day, maximum one day, same amount for the Elite. Then for hospital confinement, the VIP Classic will cover \$50 a day, maximum 30 days, and the Elite Pro, \$400 a day, maximum five days, and so on all the way to the bottom. That's the difference between them. So, this is... So, this is not what's being deducted from my paycheck every week? It says. Uh, the amount it says weekly deduction on the bottom of the page for, um, on your... There's only little coverage though. That's what she's saying. Yes. They're not covering you fully. They're only covering up to \$400 a day if you have to stay at the hospital. Yes. This is not full coverage. This is... No, not at all. She said- I don't know if you're able to see it there, but, um, the plan benefit summary on, right on the bottom of it, it says this is not a major medical insurance. Yeah. It just reads it like that. And it pretty much... Yeah, it's pretty much like a basic, uh, weekly basic insurance. Weekday you pay, weekday you are covered. Say, you miss a week of work, we're not going to receive the payment from your employer. You're more than welcome to make the direct payment yourself or otherwise, you will not... you won't have a last minute coverage for that week, and if you use a benefit, you will not be

covered. So, is he covered for any office visits? Um, in... If you go down on the list, it says, uh, physician office, uh, the VIP covers \$50 a day, maximum four days. And the Elite Pro covers \$100, maximum three days. Um, okay. Do you have other questions? N- yeah. Okay. All right. Thank you. Thank you for clarifying. No problem. Anything else that you need help with? No, that'll be all. All right, thank you for giving us a call. Have a great rest of the day. Thank you. Bye-bye.

## Conversation Format

Speaker speaker\_0: I'm gonna see how may I help you.

Speaker speaker\_1: Hi. Uh, you're with Pamela?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Hi, Pamela. My name is Edgar. How you doing?

Speaker speaker\_0: Good, and you?

Speaker speaker\_1: Good. I have some questions about my, uh, medical-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... uh, enrollment benefits.

Speaker speaker\_0: Who do you work for, sir?

Speaker speaker\_1: Can I talk to you about that?

Speaker speaker\_0: Sure.

Speaker speaker\_1: Um, so-

Speaker speaker\_0: Who do you work for?

Speaker speaker\_1: Um, right now, I work for a temp at agency called Noor Staffing Group.

Speaker speaker\_0: Uh-huh. Okay. Um-

Speaker speaker\_1: And what are we-

Speaker speaker\_0: May I have the last four digits of your Social, so I can put up your file?

Speaker speaker\_1: Sure. 1913.

Speaker speaker\_0: 1913?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Second. You said Noor, right?

Speaker speaker\_1: Noor, correct. Correct. N-O-O-R.

Speaker speaker\_0: Mr. Rentas. Okay, Mr. Rentas, right?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Uh, let's verify your complete address and date of birth for security reasons and just to make sure we are in the correct file.

Speaker speaker\_1: Sure. It's, uh, 4200 Hutchinson River Parkway East, Apartment 15E as in Echo, Bronx, New York, 10475. Date of birth is 11/30/1979.

Speaker speaker\_0: Okay. Thank you for the information. Um, Mr. Rentas, we do not have a telephone number in case we need to contact you. Would you like to provide one?

Speaker speaker\_1: Sure. Let me know when you're ready.

Speaker speaker\_0: Is it one you're calling from?

Speaker speaker\_1: Correct.

Speaker speaker\_0: 845-608-4087.

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay, and what, um, information do you need about the benefits?

Speaker speaker\_1: If you can, um, explain what the difference between the VIP Classic and the Elite Pro is.

Speaker speaker\_0: Sure. Where are you, um, are you looking this information in a PDF file or a pamphlet?

Speaker speaker\_1: Uh, I print, I printed out. They sent it to me in a PDF, but I printed it out.

Speaker speaker\_0: Okay. So, first, these insurance are not like the major insurance. Um, the amount that you see under the Elite Pro, that's the amount that insurance going to cover. Same thing with the VIP Classic. So, the difference between them is the amount that you're going to be paying for paycheck, and the amount that the insurance going to cover for the procedures listed there. Not everything is listed there of what they cover, but, um, we will have an idea. For example, the, uh, let's say if you need to go to the hospital admission. For the VIP Classic, the insurance going to cover 50... \$500 a day, maximum one day, same amount for the Elite. Then for hospital confinement, the VIP Classic will cover \$50 a day, maximum 30 days, and the Elite Pro, \$400 a day, maximum five days, and so on all the way to the bottom. That's the difference between them.

Speaker speaker\_1: So, this is... So, this is not what's being deducted from my paycheck every week?

Speaker speaker\_2: It says.

Speaker speaker\_0: Uh, the amount it says weekly deduction on the bottom of the page for, um, on your...

Speaker speaker\_2: There's only little coverage though. That's what she's saying.

Speaker speaker\_0: Yes.

Speaker speaker\_2: They're not covering you fully. They're only covering up to \$400 a day if you have to stay at the hospital.

Speaker speaker\_0: Yes.

Speaker speaker\_2: This is not full coverage. This is...

Speaker speaker\_0: No, not at all.

Speaker speaker\_2: She said-

Speaker speaker\_0: I don't know if you're able to see it there, but, um, the plan benefit summary on, right on the bottom of it, it says this is not a major medical insurance.

Speaker speaker\_2: Yeah. It just reads it like that.

Speaker speaker\_0: And it pretty much... Yeah, it's pretty much like a basic, uh, weekly basic insurance. Weekday you pay, weekday you are covered. Say, you miss a week of work, we're not going to receive the payment from your employer. You're more than welcome to make the direct payment yourself or otherwise, you will not... you won't have a last minute coverage for that week, and if you use a benefit, you will not be covered.

Speaker speaker\_2: So, is he covered for any office visits?

Speaker speaker\_0: Um, in... If you go down on the list, it says, uh, physician office, uh, the VIP covers \$50 a day, maximum four days. And the Elite Pro covers \$100, maximum three days.

Speaker speaker\_2: Um, okay.

Speaker speaker\_1: Do you have other questions?

Speaker speaker\_2: N- yeah.

Speaker speaker\_1: Okay. All right. Thank you. Thank you for clarifying.

Speaker speaker\_0: No problem. Anything else that you need help with?

Speaker speaker\_1: No, that'll be all.

Speaker speaker\_0: All right, thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_2: Thank you. Bye-bye.