

Transcript: Pamela

Blanc-4797510878543872-5374898096095232

Full Transcript

Thank you for calling Benefits in a Car. This is Romula speaking, how may I help you? Uh, yes, ma'am. I was wanting to t- um, see how much, uh, benefits would be for an employee and their spouse. And, uh, what's the staffing agency you own? ManTan. Okay. Let me pull up the benefit guide so I can provide you with better information. Okay, thank you. Sorry about that. I wa- didn't realize y'all did several companies. That's fine. That's fine. Don't worry. And, what's, uh, the plan that you're looking for? Um, probably the cheapest one you got. Oh. But, um... Go ahead. Um, but I, we need, um... My wife has, uh, diabetes. So whatever plan we get, she has to be able to get her, um, diabetic medication. Okay. Uh, let's see. So they have the VIP, Standard, Classic and then they have this Stay Healthy Enhanced. Stay Healthy which has a prescription plan as well. Um... Okay. I could send you, if you have an email, I could send you the complete benefit guide. So there you will find all the carriers', um, information. So you can go to the website or give them a call and they could- Okay. ... tell you if the actual medication that she takes, um, is covered by them and how much would they cover. Um... Okay. So let me... Give one second so I can send you that email. So they have different pharmacy, um- Different plans with different... Okay. Yes. Um- I had a feeling that- This one- ... wasn't gonna be the case, but... Yeah. So there's the one, um, a prescription plan called Free RX. So that plan will cover some of the, um, uh, the medication as long it's, um, generic. Okay. And I believe they have some sort of a sp- uh, special... Uh, I'm sorry I'm trying to get this thing rolling and it's not working. Oh, I know. It's, it... Computers- Is this- ... aren't floating slow anymore, it's ridiculous. Yeah. So what we have is- Technology is so wonderful. Mm-hmm. I'm sorry, I'm Gen X. Like, I, I, I was before computers. So they have plans for prescriptions and stuff. So- Yeah. ... that will be best bet, like, try to find out with them with the medication, and they will be able to tell you. Um, and that way- Okay. ... you also know which plan is gonna work for you. Okay. Okay. Um... Um, so can I get the- So me, her, her... Okay. It's G as in gopher, O as in Oscar, T as in tango, T as in tango, A as in alpha, 2008, U as in unicorn, S as in Samson@gmail.com. Thank you. So that will... Sounds like gotta, 2008, off- Yeah. ... uh... Okay. All right. So I'm gonna send you the e- um, the benefit guide. It will go... It probably go- Spam? ... to your junk mail. It's coming- Okay. ... from info@benefitsinacar. Okay. So when you start working, you have, um, 30 days from your first paycheck to enroll in the benefits. Okay. And we here from 8:00 AM to 8:00 PM Eastern Time, Monday through Friday. So the name- Okay. ... and the... Let me see what page. So on page four and five, you will find the information that you need. Okay. To get your benefits. And then on- So p- pages- ... pages four and five. All right. Mm-hmm. And then on page two is the, well it's the plan benefits summary, um- Okay. ... part. Right. And if you have any other questions regarding it just give us a call, and we'll go over it with- Okay. ... you, like... Okay. Right. Anything else I can do for you? No, ma'am that'll be just fine. Thank you. All right. Thank you for giving us a

call. Have a great rest of the day. Thank you. Bye bye, honey. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. This is Romula speaking, how may I help you?

Speaker speaker_1: Uh, yes, ma'am. I was wanting to t- um, see how much, uh, benefits would be for an employee and their spouse.

Speaker speaker_0: And, uh, what's the staffing agency you own?

Speaker speaker_1: ManTan.

Speaker speaker_0: Okay. Let me pull up the benefit guide so I can provide you with better information.

Speaker speaker_1: Okay, thank you. Sorry about that. I wa- didn't realize y'all did several companies.

Speaker speaker_0: That's fine. That's fine. Don't worry. And, what's, uh, the plan that you're looking for?

Speaker speaker_1: Um, probably the cheapest one you got.

Speaker speaker_0: Oh.

Speaker speaker_1: But, um...

Speaker speaker_0: Go ahead.

Speaker speaker_1: Um, but I, we need, um... My wife has, uh, diabetes. So whatever plan we get, she has to be able to get her, um, diabetic medication.

Speaker speaker_0: Okay. Uh, let's see. So they have the VIP, Standard, Classic and then they have this Stay Healthy Enhanced. Stay Healthy which has a prescription plan as well. Um...

Speaker speaker_1: Okay.

Speaker speaker_0: I could send you, if you have an email, I could send you the complete benefit guide. So there you will find all the carriers', um, information. So you can go to the website or give them a call and they could-

Speaker speaker_1: Okay.

Speaker speaker_0: ... tell you if the actual medication that she takes, um, is covered by them and how much would they cover. Um...

Speaker speaker_1: Okay.

Speaker speaker_0: So let me... Give one second so I can send you that email. So they have different pharmacy, um-

Speaker speaker_1: Different plans with different... Okay.

Speaker speaker_0: Yes. Um-

Speaker speaker_1: I had a feeling that-

Speaker speaker_0: This one-

Speaker speaker_1: ... wasn't gonna be the case, but...

Speaker speaker_0: Yeah. So there's the one, um, a prescription plan called Free RX. So that plan will cover some of the, um, uh, the medication as long it's, um, generic.

Speaker speaker_1: Okay.

Speaker speaker_0: And I believe they have some sort of a sp- uh, special... Uh, I'm sorry I'm trying to get this thing rolling and it's not working.

Speaker speaker_1: Oh, I know. It's, it... Computers-

Speaker speaker_0: Is this-

Speaker speaker_1: ... aren't floating slow anymore, it's ridiculous.

Speaker speaker_0: Yeah. So what we have is-

Speaker speaker_1: Technology is so wonderful.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I'm sorry, I'm Gen X. Like, I, I, I was before computers.

Speaker speaker_0: So they have plans for prescriptions and stuff. So-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... that will be best bet, like, try to find out with them with the medication, and they will be able to tell you. Um, and that way-

Speaker speaker_1: Okay.

Speaker speaker_0: ... you also know which plan is gonna work for you.

Speaker speaker_1: Okay. Okay. Um...

Speaker speaker_0: Um, so can I get the-

Speaker speaker_1: So me, her, her... Okay. It's G as in gopher, O as in Oscar, T as in tango, T as in tango, A as in alpha, 2008, U as in unicorn, S as in Samson@gmail.com.

Speaker speaker_0: Thank you. So that will... Sounds like gotta, 2008, off-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... uh... Okay. All right. So I'm gonna send you the e- um, the benefit guide. It will go... It probably go-

Speaker speaker_1: Spam?

Speaker speaker_0: ... to your junk mail. It's coming-

Speaker speaker_1: Okay.

Speaker speaker_0: ... from info@benefitsinacar.

Speaker speaker_1: Okay.

Speaker speaker_0: So when you start working, you have, um, 30 days from your first paycheck to enroll in the benefits.

Speaker speaker_1: Okay.

Speaker speaker_0: And we here from 8:00 AM to 8:00 PM Eastern Time, Monday through Friday. So the name-

Speaker speaker_1: Okay.

Speaker speaker_0: ... and the... Let me see what page. So on page four and five, you will find the information that you need.

Speaker speaker_1: Okay.

Speaker speaker_0: To get your benefits. And then on-

Speaker speaker_1: So p- pages-

Speaker speaker_0: ... pages four and five.

Speaker speaker_1: All right.

Speaker speaker_0: Mm-hmm. And then on page two is the, well it's the plan benefits summary, um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... part. Right. And if you have any other questions regarding it just give us a call, and we'll go over it with-

Speaker speaker_1: Okay.

Speaker speaker_0: ... you, like...

Speaker speaker_1: Okay.

Speaker speaker_0: Right. Anything else I can do for you?

Speaker speaker_1: No, ma'am that'll be just fine. 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. Bye bye, honey.

Speaker speaker_0: Bye.