

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits and Our Car. This is Pamela speaking, how may I help you? Yeah, um, hi. Um, is it too late to enroll in something? It depends on who you work for, sir. What's the staffing agency you work for? Burnt Bees. That's the name of the staffing agency? Yeah. Barbies, you said? Burnt Bees. Hmm. Only one second. Do you know if they go by any other name? Hmm, no, that's the name of the company, Burnt Bees. But that's the staffing agency name? The staffing agency name? Let me see, uh, what about Scourge? Okay. May I have the last four digits of your Social so I can pull up your file? 6757. First and last name? Gregory Wamor. Mr. Wamor, for security reasons and to make sure we are in the correct file, we need to verify your complete address and date of birth. All right. Can you verify it for me, please? Now? Oh, okay. Um, you said my address and what else? And date of birth. All right, my address is 4011 Deep Hollow Drive, Apartment 202, Raleigh, North Carolina and my birth is, uh, August the 21st, 1992. Thank you for the information. We have a telephone number on file, 919-448-5391 and your email is gregorywamor@gmail.com. Yeah, that's it. Right. I see here that you already enrolled or auto-enrolled in the Stay Healthy Plan, which is a- Mm-hmm. ... preventive care plan. Um, you should be receiving your ID card sometime this week or next week. Uh- What type of is that? Is that for dental and, uh, Medicaid or hospital bills, I mean, not hospital, hospital insurance? No, sir. This is just preventive care. Um, the way this plan works is that you are responsible to pay for the doctor's visit and the insurance going to cover the actual procedure as long as preventive and you use a participating provider. Hmm. Yeah. I ain't got no dental plan or anything like that on there? No, sir. No? I can't enroll in it? Not at this time, no. So- Open enrollment already passed and you're, um, personal open enrollment, it, it has to. It's through... It was back in... Until the 15 of February. Now, if you want to add anything, you will have to wait for company open enrollment. They usually do it in August, September. August? Yes, sir. That's this one. Uh... Yeah. Is there anything else- Okay. ... I can do for you? No. All right.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Our Car. This is Pamela speaking, how may I help you?

Speaker speaker_1: Yeah, um, hi. Um, is it too late to enroll in something?

Speaker speaker_0: It depends on who you work for, sir. What's the staffing agency you work for?

Speaker speaker_1: Burnt Bees.

Speaker speaker_0: That's the name of the staffing agency?

Speaker speaker_1: Yeah.

Speaker speaker_0: Barbies, you said?

Speaker speaker_1: Burnt Bees.

Speaker speaker_0: Hmm. Only one second. Do you know if they go by any other name?

Speaker speaker_1: Hmm, no, that's the name of the company, Burnt Bees.

Speaker speaker_0: But that's the staffing agency name?

Speaker speaker_1: The staffing agency name? Let me see, uh, what about Scourge?

Speaker speaker_0: Okay. May I have the last four digits of your Social so I can pull up your file?

Speaker speaker_1: 6757.

Speaker speaker_0: First and last name?

Speaker speaker_1: Gregory Wamor.

Speaker speaker_0: Mr. Wamor, for security reasons and to make sure we are in the correct file, we need to verify your complete address and date of birth.

Speaker speaker_1: All right.

Speaker speaker_0: Can you verify it for me, please?

Speaker speaker_1: Now? Oh, okay. Um, you said my address and what else?

Speaker speaker_0: And date of birth.

Speaker speaker_1: All right, my address is 4011 Deep Hollow Drive, Apartment 202, Raleigh, North Carolina and my birth is, uh, August the 21st, 1992.

Speaker speaker_0: Thank you for the information. We have a telephone number on file, 919-448-5391 and your email is gregorywamor@gmail.com.

Speaker speaker_1: Yeah, that's it.

Speaker speaker_0: Right. I see here that you already enrolled or auto-enrolled in the Stay Healthy Plan, which is a-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... preventive care plan. Um, you should be receiving your ID card sometime this week or next week. Uh-

Speaker speaker_1: What type of is that? Is that for dental and, uh, Medicaid or hospital bills, I mean, not hospital, hospital insurance?

Speaker speaker_0: No, sir. This is just preventive care. Um, the way this plan works is that you are responsible to pay for the doctor's visit and the insurance going to cover the actual procedure as long as preventive and you use a participating provider.

Speaker speaker_1: Hmm.

Speaker speaker_0: Yeah.

Speaker speaker_1: I ain't got no dental plan or anything like that on there?

Speaker speaker_0: No, sir.

Speaker speaker_1: No? I can't enroll in it?

Speaker speaker_0: Not at this time, no.

Speaker speaker_1: So-

Speaker speaker_0: Open enrollment already passed and you're, um, personal open enrollment, it, it has to. It's through... It was back in... Until the 15 of February. Now, if you want to add anything, you will have to wait for company open enrollment. They usually do it in August, September.

Speaker speaker_1: August?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: That's this one. Uh...

Speaker speaker_0: Yeah. Is there anything else-

Speaker speaker_1: Okay.

Speaker speaker_0: ... I can do for you?

Speaker speaker_1: No.

Speaker speaker_0: All right.