

Transcript: Pamela

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Full Transcript

You called in Benefits in a Card, this is Sam. Hi, how are you? Good, and you, ma'am? How may I help you? Good. Um, I heard there's a lapse in coverage over the last two... one, two weeks. Um, and I wanted to see, I'm going to the doctor's today. Will today's be covered? Okay. So we are the administrator for the health insurance for the staffing agency. What's the name of the temp agency you're working for? Uh, Creative Circle. May I have the last four digits of your social? 2182. And what's your name ma'am again, sorry? China Van Dyke. Thank you, Ms. Van Dyke. For security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? 25 Grand Street, Apartment 135, Norwalk, Connecticut, uh, 06851. Uh, for date of birth you need? Mm-hmm. 03/17/82. Thank you for the information. We have the telephone number on file. 203-52... sorry, 572-2499, and your email is your first name. your last name @gmail.com? That's correct. Okay. So it seems like we didn't receive the premium from your employer. Did you miss a week of work? Um, no, I didn't miss a week of work. I think I was late in submitting the time card, but I did submit the time card now. So will it be taken out, um, to pay for this week, last week's? No. What was that? No. No, ma'am. It is- No. You have to pay... You have to pay, make the direct payment yourself if you're going to use the benefit. If not, um, then we'll receive the next pre- premium for the following week. Okay. But if you use the benefit- How much is it? If I pay this week... If I pay today, will it cover today's visit? Yes, ma'am. Okay. So me submitting the time card for last week won't take it out- No, ma'am. ... for this week? Okay, so how much is it? Uh, give me one second. \$51.31. Okay. So I'd like to pay that. No problem. Just give me a second. Uh, we using the mailing address we have on file? Yes, please. That's the billing address? Okay. Let me get you a card. And I'm reading for the card whenever you are, ma'am. Okay. Uh, 4147. 4147? Yep. Um, um, 0983. Okay, 0983. 093-7097. Seven. Uh, 3638. 3638. And the security code? 502. 502. Correct. And the expiration date? 0828. All right. So we'll be sending you an email with the receipt to the email we have on file. Okay, that's fine. All right, thank you. Thank you. Anything else I can do for both of you? No, I don't think so. This just making sure it covers today is great because I'm about to go to the doctor. No problem. Thank you. Thank you. Bye. Bye.

Conversation Format

Speaker speaker_0: You called in Benefits in a Card, this is Sam.

Speaker speaker_1: Hi, how are you?

Speaker speaker_0: Good, and you, ma'am? How may I help you?

Speaker speaker_1: Good. Um, I heard there's a lapse in coverage over the last two... one, two weeks. Um, and I wanted to see, I'm going to the doctor's today. Will today's be covered?

Speaker speaker_0: Okay. So we are the administrator for the health insurance for the staffing agency. What's the name of the temp agency you're working for?

Speaker speaker_1: Uh, Creative Circle.

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

Speaker speaker_1: 2182.

Speaker speaker_0: And what's your name ma'am again, sorry?

Speaker speaker_1: China Van Dyke.

Speaker speaker_0: Thank you, Ms. Van Dyke. 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: 25 Grand Street, Apartment 135, Norwalk, Connecticut, uh, 06851. Uh, for date of birth you need?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: 03/17/82.

Speaker speaker_0: Thank you for the information. We have the telephone number on file. 203-52... sorry, 572-2499, and your email is your first name. your last name @gmail.com?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. So it seems like we didn't receive the premium from your employer. Did you miss a week of work?

Speaker speaker_1: Um, no, I didn't miss a week of work. I think I was late in submitting the time card, but I did submit the time card now. So will it be taken out, um, to pay for this week, last week's?

Speaker speaker_0: No.

Speaker speaker_1: What was that?

Speaker speaker_0: No. No, ma'am. It is-

Speaker speaker_1: No.

Speaker speaker_0: You have to pay... You have to pay, make the direct payment yourself if you're going to use the benefit. If not, um, then we'll receive the next pre- premium for the following week.

Speaker speaker_1: Okay.

Speaker speaker_0: But if you use the benefit-

Speaker speaker_1: How much is it? If I pay this week... If I pay today, will it cover today's visit?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. So me submitting the time card for last week won't take it out-

Speaker speaker_0: No, ma'am.

Speaker speaker_1: ... for this week? Okay, so how much is it?

Speaker speaker_0: Uh, give me one second. \$51.31.

Speaker speaker_1: Okay. So I'd like to pay that.

Speaker speaker_0: No problem. Just give me a second. Uh, we using the mailing address we have on file?

Speaker speaker_1: Yes, please.

Speaker speaker_0: That's the billing address? Okay.

Speaker speaker_1: Let me get you a card.

Speaker speaker_0: And I'm reading for the card whenever you are, ma'am.

Speaker speaker_1: Okay. Uh, 4147.

Speaker speaker_0: 4147?

Speaker speaker_1: Yep. Um, um, 0983.

Speaker speaker_0: Okay, 0983.

Speaker speaker_1: 093-7097.

Speaker speaker_0: Seven.

Speaker speaker_1: Uh, 3638.

Speaker speaker_0: 3638. And the security code?

Speaker speaker_1: 502.

Speaker speaker_0: 502.

Speaker speaker_1: Correct.

Speaker speaker_0: And the expiration date?

Speaker speaker_1: 0828.

Speaker speaker_0: All right. So we'll be sending you an email with the receipt to the email we have on file.

Speaker speaker_1: Okay, that's fine.

Speaker speaker_0: All right, thank you.

Speaker speaker_1: Thank you.

Speaker speaker_0: Anything else I can do for both of you?

Speaker speaker_1: No, I don't think so. This just making sure it covers today is great because I'm about to go to the doctor.

Speaker speaker_0: No problem. Thank you.

Speaker speaker_1: Thank you. Bye.

Speaker speaker_0: Bye.