

Transcript: Pamela

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Full Transcript

Hello. Thank you for your service at ... card. This is Pamela speaking. How may I help you?
Hello. Oh, hello. This is from Stella. Um, I'm calling because I've been with Surge Staffing since last year sometime, October or something. And, uh, when they laid off on January 5th at Lear, um, the benefits in the card that I signed for it, um, lapsed, because I missed a couple paychecks then. And, um, so they said I had to re-enroll if I wanted to keep the benefits in the card. Um, so I was given that and I had the, uh, last operator send me, uh, the PDF with more information. I'm just wondering if, like, you guys cover choleo amphetamines, uh, low dose for MDD and anxiety. I won't be able to provide you with that information, but I do ... uh, transfer you to the pharmacy department and they will be able to tell you if, if it's, um, if it is covered. 'Cause I, I know they use their own pharmacy if it's not something that I can get at my pharmacy, that they use their own pharmacy and send it to me. So they usually take a payment with a debit card or something like that. But I wonder if there's like some kind of reimbursement program to, um, help me, uh. Because I have to, like, pay it with cash and stuff. Then again, I'm going to have to s- uh, transfer you to them because we do not process anything that has to do with the pharmacy. Okay. All right, just bear with me. Okay. ... How much was I working, how much was I making at Lear? About 600 almost? Well, if I can get some overtime.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: Thank you for your service at ... card. This is Pamela speaking. How may I help you? Hello.

Speaker speaker_2: Oh, hello. This is from Stella. Um, I'm calling because I've been with Surge Staffing since last year sometime, October or something. And, uh, when they laid off on January 5th at Lear, um, the benefits in the card that I signed for it, um, lapsed, because I missed a couple paychecks then. And, um, so they said I had to re-enroll if I wanted to keep the benefits in the card. Um, so I was given that and I had the, uh, last operator send me, uh, the PDF with more information. I'm just wondering if, like, you guys cover choleo amphetamines, uh, low dose for MDD and anxiety.

Speaker speaker_1: I won't be able to provide you with that information, but I do ... uh, transfer you to the pharmacy department and they will be able to tell you if, if it's, um, if it is covered.

Speaker speaker_2: 'Cause I, I know they use their own pharmacy if it's not something that I can get at my pharmacy, that they use their own pharmacy and send it to me. So they usually take a payment with a debit card or something like that. But I wonder if there's like some kind of reimbursement program to, um, help me, uh. Because I have to, like, pay it with cash and stuff.

Speaker speaker_1: Then again, I'm going to have to s- uh, transfer you to them because we do not process anything that has to do with the pharmacy.

Speaker speaker_2: Okay.

Speaker speaker_1: All right, just bear with me.

Speaker speaker_2: Okay. ... How much was I working, how much was I making at Lear? About 600 almost? Well, if I can get some overtime.