

Transcript: Pamela

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Full Transcript

So, I called this other flower plant place, I'm like- ... 911, this is Pamela speaking. How may I help you? Hey, hon. Is there a way I can find out what kind of coverage my employee has? He was in a motorcycle accident and the hospital is asking me questions. Okay. May I have, um, the name... Sorry, sorry. The name of the staffing agency? Uh, Surge Staffing. The last three digits of their social? Um, of my employee? Yes. Oh, oh, sorry. It's 7532. Your first and, and, his first and last name? Brian Acre. And who am I speaking with? Uh, this is Bridget from Surge Staffing, his employer. For my notes, what is your, your title as a supervisor? Uh, who is my supervisor? No, no. Um, your title, so I can put it on my notes. Oh, my title. Oh, um, ty-my title. Okay. Um, so as of right now, it's a talent advisor. All right. Can you verify his date of birth? I can. Yeah, give me one second. Let me pull up his account here. Get his ID, one second. Okay, so his birthday is 08/30/81. Thank you for the information. Mm-hmm. Well, he only has a preventive care plan. The what plan? I'm not gonna... A preventive care plan. He was auto enrolled with that plan. That's just not gonna cover his emergency. That's not gonna cover anything? It's just, like, preventive care. He has to go through a primary care in order to cover the benefits. But now- Okay. But, um, is it okay if I just give the, um, hospital this number for them to call? Sure. Sure. Okay, perfect. 'Cause I, I'm sure they'll just get a better understanding than I would. Yeah, no problem. Go ahead. All right. Thank you, hon. You guys light up on me sometimes. Thank you. Okay. Thank you.

Conversation Format

Speaker speaker_0: So, I called this other flower plant place, I'm like-

Speaker speaker_1: ... 911, this is Pamela speaking. How may I help you?

Speaker speaker_0: Hey, hon. Is there a way I can find out what kind of coverage my employee has? He was in a motorcycle accident and the hospital is asking me questions.

Speaker speaker_1: Okay. May I have, um, the name... Sorry, sorry. The name of the staffing agency?

Speaker speaker_0: Uh, Surge Staffing.

Speaker speaker_1: The last three digits of their social?

Speaker speaker_0: Um, of my employee?

Speaker speaker_1: Yes.

Speaker speaker_0: Oh, oh, sorry. It's 7532.

Speaker speaker_1: Your first and, and, his first and last name?

Speaker speaker_0: Brian Acre.

Speaker speaker_1: And who am I speaking with?

Speaker speaker_0: Uh, this is Bridget from Surge Staffing, his employer.

Speaker speaker_1: For my notes, what is your, your title as a supervisor?

Speaker speaker_0: Uh, who is my supervisor?

Speaker speaker_1: No, no. Um, your title, so I can put it on my notes.

Speaker speaker_0: Oh, my title. Oh, um, ty- my title. Okay. Um, so as of right now, it's a talent advisor.

Speaker speaker_1: All right. Can you verify his date of birth?

Speaker speaker_0: I can. Yeah, give me one second. Let me pull up his account here. Get his ID, one second. Okay, so his birthday is 08/30/81.

Speaker speaker_1: Thank you for the information.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Well, he only has a preventive care plan.

Speaker speaker_0: The what plan?

Speaker speaker_1: I'm not gonna... A preventive care plan. He was auto enrolled with that plan. That's just not gonna cover his emergency.

Speaker speaker_0: That's not gonna cover anything?

Speaker speaker_1: It's just, like, preventive care. He has to go through a primary care in order to cover the benefits. But now-

Speaker speaker_0: Okay. But, um, is it okay if I just give the, um, hospital this number for them to call?

Speaker speaker_1: Sure. Sure.

Speaker speaker_0: Okay, perfect. 'Cause I, I'm sure they'll just get a better understanding than I would.

Speaker speaker_1: Yeah, no problem. Go ahead.

Speaker speaker_0: All right. Thank you, hon.

Speaker speaker_1: You guys light up on me sometimes. Thank you.

Speaker speaker_0: Okay. Thank you.