

Transcript: Pamela

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Full Transcript

Thank you for calling on Benefits in a Crisis. This is Paola speaking, how may I help you? Uh, yes, ma'am. My name is Shadown McCushions and I was just calling to see what all does my health insurance, um, cover. Because I never got a card. I only got a, uh, vision card and a dental card from, from the insurance company. Okay. Probably the, the, the medical card, they usually send it by email. May I have the name of the staffing agency you work for? Yeah, TRC Staffing Agency. And the last 40 digits of your social? 2582. The first and last name. Shadown McCushions. Mr. McCushions, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. Uh, April 16th, 1998 and it is 1471 Bridgeland Way, Mapleton, Georgia, 30126. Okay. Thank you for the information. We have a telephone number on file, 404-518-1153 and your email is last name CP at gmail.com. Yes, it is. All right. Uh, if you would like, I could send you a ID card to your email? Yes, please. Okay. I'm gonna put you on hold for a while, generate the information. Thank you. Can I talk to you in a minute? I got it. Hold on. Can I talk to you in a minute? Momma, I'm gonna call my insurance back. Sir? Yes, ma'am. I went ahead and emailed you the ID card. Check your spam and junk mail, it might go there. Okay, thank you. Uh, would you be able to tell me how much I have to pay if I go get a, um... If I go get a CT scan or ultrasound or anything along the lines of that? Well, in that case, um, you will have to call the, um, actual carrier. It will be on the, on the email that I sent you. Mm-hmm. Because these, um, insurance, they already have a set amount that they're gonna pay. Anything above that amount will be your responsibility and they will be able to tell you exactly how much they're gonna cover. All right. Thank you. All right. No problem, sir. Anything else I can do for you? No, ma'am. Thank you. All right, bro.

Conversation Format

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

Speaker speaker_1: Uh, yes, ma'am. My name is Shadown McCushions and I was just calling to see what all does my health insurance, um, cover. Because I never got a card. I only got a, uh, vision card and a dental card from, from the insurance company.

Speaker speaker_0: Okay. Probably the, the, the medical card, they usually send it by email. May I have the name of the staffing agency you work for?

Speaker speaker_1: Yeah, TRC Staffing Agency.

Speaker speaker_0: And the last 40 digits of your social?

Speaker speaker_1: 2582.

Speaker speaker_0: The first and last name.

Speaker speaker_1: Shadown McCushions.

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

Speaker speaker_1: Uh, April 16th, 1998 and it is 1471 Bridgeland Way, Mapleton, Georgia, 30126.

Speaker speaker_0: Okay. Thank you for the information. We have a telephone number on file, 404-518-1153 and your email is last name CP at gmail.com.

Speaker speaker_1: Yes, it is.

Speaker speaker_0: All right. Uh, if you would like, I could send you a ID card to your email?

Speaker speaker_1: Yes, please.

Speaker speaker_0: Okay. I'm gonna put you on hold for a while, generate the information. Thank you.

Speaker speaker_1: Can I talk to you in a minute? I got it. Hold on. Can I talk to you in a minute? Momma, I'm gonna call my insurance back.

Speaker speaker_0: Sir?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: I went ahead and emailed you the ID card. Check your spam and junk mail, it might go there.

Speaker speaker_1: Okay, thank you. Uh, would you be able to tell me how much I have to pay if I go get a, um... If I go get a CT scan or ultrasound or anything along the lines of that?

Speaker speaker_0: Well, in that case, um, you will have to call the, um, actual carrier. It will be on the, on the email that I sent you.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Because these, um, insurance, they already have a set amount that they're gonna pay. Anything above that amount will be your responsibility and they will be able to tell you exactly how much they're gonna cover.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: All right. No problem, sir. Anything else I can do for you?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: Thank you.

Speaker speaker_1: All right, bro.