

## Transcript: Pamela

**Blanc-5157031552794624-5763160892817408**

### Full Transcript

Okay. Benefits and benefits, this is Pamela speaking. How may I help you? Hi. I am trying to find out, uh, about how to enroll for benefits on the website. Um, you can go to mybac, mybac, uh,.com/the name of the staffing agency you work for. My, mybac at where? The name, after you s-... dot com/the name of the staffing agency you work for. Okay. Can you, can you read that to me again? I'm sorry. You were cutting in and out. Okay. So you're going to go M-Y-B as in boy. Mm-hmm. I as in... Mm-hmm. ... i-cue. Mm-hmm. A as in apple. Mm-hmm. C as in Charlie.com and /, then you put the name of the staffing agency you work for. Okay. Um- Say who you work for. Partners Personnel. You put Partners. Okay. And then- 'Cause there was, um, a, a web address, um, when I enrolled with them that was given to me to go to. But when I went there, it said for me to register and asking for my participant ID and I don't know what that is. Have you registered before? No. In, uh... Have you tried, like, if you ignore that part, is, is... Are you able to do it? No. It says, um, that my information does not match their records. Mm. Let me get the last four digits of your Social. That's 2478. Your first and last name? Helen Moua. How you spell your last name, ma'am? It's M-O-U-A. And you said the last four are seven-... Uh, 2478, right? Yes. And your first name? Helen. Is... Okay. Let's see. Miss Helen, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? Uh, 2965 Promenade Place, Buford, Georgia, 30519. And then 11/26/1982. All right. We do not have a telephone number on file. In case we need to contact you, will you provide that number? It's 325-9940. And your email is helenmoua, your last name, @gmail.com? Yes. I could, um, send an email to the IT department and see why they... if you're not able to register. Um- Mm-hmm. And if you also d-... I could go ahead and enroll you over the phone, if you know what you would like to enroll to? Um, I don't know yet. I, I haven't even looked at any of the plans. Okay. I was gonna try to log in to do that. Okay. Uh- Have you seen the Benefit Guide? So I am on the main page where it doesn't have you log in and it does have, like, member login, download documents, enroll, decline, um, readable files and then price transparency tool. So I'm thinking that would be under the price transparency tool. We should've let you, like, register or create your profile. Okay. Um, I don't know if... So if I hit member login, and then it takes me to sign-in, and then I would select register new user. Correct? Yes. And then it asks me for a user ID, but I don't know what that is. Uh, it shouldn-... It shouldn't ask you for that. I don't know why it's doing it. So it says user ID and then email address, and then I'm supposed to submit that. But that's where I couldn't get past 'cause it said that my information didn't match. Definitely, I, I don't... I am not able to help you on my end with that. Mm-hmm. I will have to send that information to the IT department. Mm-hmm. Um, meanwhile, what you could do is download the Benefit Guide so you can see what they offer. Mm-hmm. And, um, and I could send your information to them so they could help you to reset your password. I mean, for you to try to log in. Okay.

That's fine then. Um, I'll just review what I have available to see what plans I might want to go with then. It usually takes about three or four hours. I'm not ha- Well, starting tomorrow- Uh-huh. ... because it's t-... uh, we on Eastern Time now. Mm-hmm. And, um, oh- Okay. Yeah, that's, that's fine. That's fine? All right. If you have any other concern or questions, um, you could give us a call. Okay. Um, we answer at 8:00 Eastern Time. Okay. Thank you. All right. Good night. Thank you. All right. Have a good day.

## Conversation Format

Speaker speaker\_0: Okay.

Speaker speaker\_1: Benefits and benefits, this is Pamela speaking. How may I help you?

Speaker speaker\_0: Hi. I am trying to find out, uh, about how to enroll for benefits on the website.

Speaker speaker\_1: Um, you can go to mybac, mybac, uh,.com/the name of the staffing agency you work for.

Speaker speaker\_0: My, mybac at where?

Speaker speaker\_1: The name, after you s-... dot com/the name of the staffing agency you work for.

Speaker speaker\_0: Okay. Can you, can you read that to me again? I'm sorry. You were cutting in and out.

Speaker speaker\_1: Okay. So you're going to go M-Y-B as in boy.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: I as in...

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... i-cue.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: A as in apple.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: C as in Charlie.com and /, then you put the name of the staffing agency you work for.

Speaker speaker\_0: Okay. Um-

Speaker speaker\_1: Say who you work for.

Speaker speaker\_0: Partners Personnel.

Speaker speaker\_1: You put Partners.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And then-

Speaker speaker\_0: 'Cause there was, um, a, a web address, um, when I enrolled with them that was given to me to go to. But when I went there, it said for me to register and asking for my participant ID and I don't know what that is.

Speaker speaker\_1: Have you registered before?

Speaker speaker\_0: No.

Speaker speaker\_1: In, uh... Have you tried, like, if you ignore that part, is, is... Are you able to do it?

Speaker speaker\_0: No. It says, um, that my information does not match their records. Mm.

Speaker speaker\_1: Let me get the last four digits of your Social.

Speaker speaker\_0: That's 2478.

Speaker speaker\_1: Your first and last name?

Speaker speaker\_0: Helen Moua.

Speaker speaker\_1: How you spell your last name, ma'am?

Speaker speaker\_0: It's M-O-U-A.

Speaker speaker\_1: And you said the last four are seven-... Uh, 2478, right?

Speaker speaker\_0: Yes.

Speaker speaker\_1: And your first name?

Speaker speaker\_0: Helen.

Speaker speaker\_1: Is... Okay. Let's see. Miss Helen, 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\_0: Uh, 2965 Promenade Place, Buford, Georgia, 30519. And then 11/26/1982.

Speaker speaker\_1: All right. We do not have a telephone number on file. In case we need to contact you, will you provide that number?

Speaker speaker\_0: It's 325-9940.

Speaker speaker\_1: And your email is helenmoua, your last name, @gmail.com?

Speaker speaker\_0: Yes.

Speaker speaker\_1: I could, um, send an email to the IT department and see why they... if you're not able to register. Um-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: And if you also d-... I could go ahead and enroll you over the phone, if you know what you would like to enroll to?

Speaker speaker\_0: Um, I don't know yet. I, I haven't even looked at any of the plans.

Speaker speaker\_1: Okay.

Speaker speaker\_0: I was gonna try to log in to do that.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Uh-

Speaker speaker\_1: Have you seen the Benefit Guide?

Speaker speaker\_0: So I am on the main page where it doesn't have you log in and it does have, like, member login, download documents, enroll, decline, um, readable files and then price transparency tool. So I'm thinking that would be under the price transparency tool.

Speaker speaker\_1: We should've let you, like, register or create your profile.

Speaker speaker\_0: Okay. Um, I don't know if... So if I hit member login, and then it takes me to sign-in, and then I would select register new user. Correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And then it asks me for a user ID, but I don't know what that is.

Speaker speaker\_1: Uh, it shouldn-... It shouldn't ask you for that. I don't know why it's doing it.

Speaker speaker\_0: So it says user ID and then email address, and then I'm supposed to submit that. But that's where I couldn't get past 'cause it said that my information didn't match.

Speaker speaker\_1: Definitely, I, I don't... I am not able to help you on my end with that.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: I will have to send that information to the IT department.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Um, meanwhile, what you could do is download the Benefit Guide so you can see what they offer.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: And, um, and I could send your information to them so they could help you to reset your password. I mean, for you to try to log in.

Speaker speaker\_0: Okay. That's fine then. Um, I'll just review what I have available to see what plans I might want to go with then.

Speaker speaker\_1: It usually takes about three or four hours.

Speaker speaker\_0: I'm not ha-

Speaker speaker\_1: Well, starting tomorrow-

Speaker speaker\_0: Uh-huh.

Speaker speaker\_1: ... because it's t... uh, we on Eastern Time now.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: And, um, oh-

Speaker speaker\_0: Okay. Yeah, that's, that's fine.

Speaker speaker\_1: That's fine? All right. If you have any other concern or questions, um, you could give us a call.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Um, we answer at 8:00 Eastern Time.

Speaker speaker\_0: Okay. Thank you.

Speaker speaker\_1: All right.

Speaker speaker\_0: Good night.

Speaker speaker\_1: Thank you. All right. Have a good day.