

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Medicare 10-04. How can I help you? Hello, how you doing? Good, and you, ma'am? I'm well. I was calling to see, because when I applied for, un... well, when they... they gave me the option through Integrity Trade Services to, um, apply for benefits. I declined it and I wanted to change that. Okay. May I have the last three digits of your social? 4371. And can you repeat the name of the staffing agency? Integrity Trade Services. All right. Mm. And your first and last name? Taisha Hillsman. Hillsman? Yes. Taisha Hillsman. All right. Ms. Hillsman, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth. My birthday is June 1st, 1992. And, um, my address is 1108 E. 51st Place, Gary, Indiana, 46409. Thank you for the information. We have a telephone number on file, 219-275-0200. Mm-hmm. So your email account is MHills@gmail.com. Yes. And do you know which plan would you like to enroll for? Um, the basic plan. The Stay Healthy plan? Mm-hmm. That costs \$17.96? Yes. Anything else besides the Stay Healthy plan? That's just for Medicaid. Do y'all have vision and dental? Yes, they do offer vision and dental. Okay. Um, how often am I able to make changes to this? You... Last day will be on Friday. Oh, my last day will be this Friday? Yes, ma'am. Okay. Yeah, let me have vision and dental, too. And then, le- let me see when Integrity is... they're open a moment. Give me one second. Let me double-check on that. I think they did it in the summer. I'm not sure. Yeah, they did it in the summer. So, um, yes, your last day will be Friday. Um, if you would like, we open... we will be open on Thursday as well. We're here from 8:00 AM to 8:00 PM Eastern time and Friday. If you want, I could send you the benefit guide. Maybe you want to go over it, and then you can also call back on Thursday later today or Friday. Oh, no, I, I'll sign up today. Okay. So the Stay Healthy is \$17.96 for employee only. The vision and dental, the den- the vision is \$2.18 and the vision is \$4.50. Okay. Okay. So your total will be \$24.64. Um, that it will be deducted from your payroll every week. Mm-hmm. Your benefits will start the following Monday after we receive the first premium from your employer. Then your ID doc- ID cards will arrive within seven to ten days after the benefits are active. Okay. All right. The end. Thank you. No problem. Thank you. Um, is there anything else I can do for you, ma'am? Uh, y- yeah. You said I'll receive cards in the mail when? Seven to ten days after the benefits are active. Okay. Thank you. That's all. Thank you. Have a great holiday. All right. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Medicare 10-04. How can I help you?

Speaker speaker_2: Hello, how you doing?

Speaker speaker_1: Good, and you, ma'am?

Speaker speaker_2: I'm well. I was calling to see, because when I applied for, un... well, when they... they gave me the option through Integrity Trade Services to, um, apply for benefits. I declined it and I wanted to change that.

Speaker speaker_1: Okay. May I have the last three digits of your social?

Speaker speaker_2: 4371.

Speaker speaker_1: And can you repeat the name of the staffing agency?

Speaker speaker_2: Integrity Trade Services.

Speaker speaker_1: All right. Mm. And your first and last name?

Speaker speaker_2: Taisha Hillsman.

Speaker speaker_1: Hillsman?

Speaker speaker_2: Yes. Taisha Hillsman.

Speaker speaker_1: All right. Ms. Hillsman, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_2: My birthday is June 1st, 1992. And, um, my address is 1108 E. 51st Place, Gary, Indiana, 46409.

Speaker speaker_1: Thank you for the information. We have a telephone number on file, 219-275-0200.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So your email account is MHills@gmail.com.

Speaker speaker_2: Yes.

Speaker speaker_1: And do you know which plan would you like to enroll for?

Speaker speaker_2: Um, the basic plan.

Speaker speaker_1: The Stay Healthy plan?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: That costs \$17.96?

Speaker speaker_2: Yes.

Speaker speaker_1: Anything else besides the Stay Healthy plan?

Speaker speaker_2: That's just for Medicaid. Do y'all have vision and dental?

Speaker speaker_1: Yes, they do offer vision and dental.

Speaker speaker_2: Okay. Um, how often am I able to make changes to this?

Speaker speaker_1: You... Last day will be on Friday.

Speaker speaker_2: Oh, my last day will be this Friday?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. Yeah, let me have vision and dental, too.

Speaker speaker_1: And then, le- let me see when Integrity is... they're open a moment. Give me one second. Let me double-check on that. I think they did it in the summer. I'm not sure. Yeah, they did it in the summer. So, um, yes, your last day will be Friday. Um, if you would like, we open... we will be open on Thursday as well. We're here from 8:00 AM to 8:00 PM Eastern time and Friday. If you want, I could send you the benefit guide. Maybe you want to go over it, and then you can also call back on Thursday later today or Friday.

Speaker speaker_2: Oh, no, I, I'll sign up today.

Speaker speaker_1: Okay. So the Stay Healthy is \$17.96 for employee only. The vision and dental, the den- the vision is \$2.18 and the vision is \$4.50.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. So your total will be \$24.64. Um, that it will be deducted from your payroll every week.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Your benefits will start the following Monday after we receive the first premium from your employer. Then your ID doc- ID cards will arrive within seven to ten days after the benefits are active.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. The end.

Speaker speaker_2: Thank you.

Speaker speaker_1: No problem. Thank you. Um, is there anything else I can do for you, ma'am?

Speaker speaker_2: Uh, y- yeah. You said I'll receive cards in the mail when?

Speaker speaker_1: Seven to ten days after the benefits are active.

Speaker speaker_2: Okay. Thank you. That's all.

Speaker speaker_1: Thank you. Have a great holiday.

Speaker speaker_2: All right. Bye-bye. Bye.