

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-24. This is Pamela speaking. How may I help you? Hey, uh, my name's Thomas. I had a Surge, um, card through y'all but I lost it, and now I'm back through with, uh, Surge again. And I was just calling to see if I had benefits through y'all. Sure. Um, so if you stopped working for them for how long? Um, about a month. If, um, well, we could- About a month, a month and a half. So you went back to work when? Um... Shoot. Uh, hey, uh, Mario, do you think you could pull up when I first started here? No, you don't have to. I mean, it's, I just want to see how long has it been since- I know, I know, I know. It was like September. End of September. May I have, may I have the last four digits of your Social? Um, 6097. And your first and last name, sir? I mean 98. Oh, hold on, hold on. Uh, 6098. My bad. No problem. And what's your first and last name, sir? Uh, Thomas Webb. Mr. Webb, for security reasons and just to make sure we are in the correct file, we need to verify your complete address and date of birth. Um, my correct address is 4116 US Highway 80 West. 3- 38- 3689, uh, something 77. Something like that. And do you know the city and state? Um, Phenix City, Alabama. We have a telephone number on file, 706-580-1358. And your email is your first name, last name 3454. Yeah. The, uh, everything's correct on that except for the number. I haven't the number now. Okay. Is that where you're calling from? Yes, ma'am. All right. Let's see. Okay. So if you enrolled... Let's see. You have to have exactly what you had before, which is the Stay Healthy plan. Mm-hmm. Okay. The benefits will start the following Monday after we receive the premium from your employer. Mm-hmm. And let's see. I want to know if you get a new card. Um- So, so if I go, so if I go to the hospital today, I have to pay out of pocket? Yes, sir. All right. 'Cause this, this insurance pretty much like a weekly basic insurance. Weekday you pay, weekday you are covered. Mm-hmm. Since you was in, um, out of work for more than four weeks, the benefits automatically cancel. Mm-hmm. Did you do 2020 state you? Yeah. Uh, and can you put dental on that? Add dental to my plan? Unfortunately not. You could 2020- Um- ... stay for exactly what you had or then you have to wait for company open enrollment in order to add any other plans. Uh. What would you like to do? Uh, I'll just keep the same plan. Okay. So when the benefits start, um, start again it will be the following Monday after we receive the first premium. Usually takes one to two weeks. Mm-hmm. And let's see. Um, and you will be able to use the same card after the benefits are active. Would y'all send me a card in the mail? 'Cause I lost that card. Okay. So just, um, when you see the first deduction on your payroll, you could give us a call and we could request a newer card for you. All right. How much would the card be for 2020? Uh, they're going to charge you \$15.16 per paycheck. All right. All right. Anything else I could do for you? Uh, no, ma'am. Thank you for giving us a call today. Have a great rest of the day. You too.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits 10-24. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hey, uh, my name's Thomas. I had a Surge, um, card through y'all but I lost it, and now I'm back through with, uh, Surge again. And I was just calling to see if I had benefits through y'all.

Speaker speaker_1: Sure. Um, so if you stopped working for them for how long?

Speaker speaker_2: Um, about a month.

Speaker speaker_1: If, um, well, we could-

Speaker speaker_2: About a month, a month and a half.

Speaker speaker_1: So you went back to work when?

Speaker speaker_2: Um... Shoot. Uh, hey, uh, Mario, do you think you could pull up when I first started here?

Speaker speaker_1: No, you don't have to. I mean, it's, I just want to see how long has it been since-

Speaker speaker_2: I know, I know, I know. It was like September. End of September.

Speaker speaker_1: May I have, may I have the last four digits of your Social?

Speaker speaker_2: Um, 6097.

Speaker speaker_1: And your first and last name, sir?

Speaker speaker_2: I mean 98. Oh, hold on, hold on. Uh, 6098. My bad.

Speaker speaker_1: No problem. And what's your first and last name, sir?

Speaker speaker_2: Uh, Thomas Webb.

Speaker speaker_1: Mr. Webb, for security reasons and just to make sure we are in the correct file, we need to verify your complete address and date of birth.

Speaker speaker_2: Um, my correct address is 4116 US Highway 80 West. 3- 38- 3689, uh, something 77. Something like that.

Speaker speaker_1: And do you know the city and state?

Speaker speaker_2: Um, Phenix City, Alabama.

Speaker speaker_1: We have a telephone number on file, 706-580-1358. And your email is your first name, last name 3454.

Speaker speaker_2: Yeah. The, uh, everything's correct on that except for the number. I haven't the number now.

Speaker speaker_1: Okay. Is that where you're calling from?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right. Let's see. Okay. So if you enrolled... Let's see. You have to have exactly what you had before, which is the Stay Healthy plan.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. The benefits will start the following Monday after we receive the premium from your employer.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And let's see. I want to know if you get a new card. Um-

Speaker speaker_2: So, so if I go, so if I go to the hospital today, I have to pay out of pocket?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: All right.

Speaker speaker_1: 'Cause this, this insurance pretty much like a weekly basic insurance. Weekday you pay, weekday you are covered.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Since you was in, um, out of work for more than four weeks, the benefits automatically cancel.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Did you do 2020 state you?

Speaker speaker_2: Yeah. Uh, and can you put dental on that? Add dental to my plan?

Speaker speaker_1: Unfortunately not. You could 2020-

Speaker speaker_2: Um-

Speaker speaker_1: ... stay for exactly what you had or then you have to wait for company open enrollment in order to add any other plans.

Speaker speaker_2: Uh.

Speaker speaker_1: What would you like to do?

Speaker speaker_2: Uh, I'll just keep the same plan.

Speaker speaker_1: Okay. So when the benefits start, um, start again it will be the following Monday after we receive the first premium. Usually takes one to two weeks.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And let's see. Um, and you will be able to use the same card after the benefits are active.

Speaker speaker_2: Would y'all send me a card in the mail? 'Cause I lost that card.

Speaker speaker_1: Okay. So just, um, when you see the first deduction on your payroll, you could give us a call and we could request a newer card for you.

Speaker speaker_2: All right. How much would the card be for 2020?

Speaker speaker_1: Uh, they're going to charge you \$15.16 per paycheck.

Speaker speaker_2: All right.

Speaker speaker_1: All right. Anything else I could do for you?

Speaker speaker_2: Uh, no, ma'am.

Speaker speaker_1: Thank you for giving us a call today. Have a great rest of the day.

Speaker speaker_2: You too.