

## Transcript: Pamela

**Blanc-5226746202472448-5329402430406656**

### Full Transcript

Thank you for calling Benefits Center Corps. This is Pamela speaking. How may I help you? What's your name? I'm sorry. Pamela. Hi, Miss Pamela. Um, my name is Tatiana Espino. And I spoke to a Stephanie back on April 17th, and she was supposed to get back to me but she didn't. So I'm calling because- Oh. ... I had spoke with her about my benefits that I had sent an enrollment form back in February, and it was not honored. So I don't know what happened because I asked- May I, ma'am? Uh-huh. Uh, may I have the last four digits of the Social and just the staffing agency you work for, so I can pull up your file? Okay. So the last four of my Social is 4315, and the name of the company that I work for is North, um, well, GHG, but it's North Staffing Group. As I know, for security reasons and to make sure we are in the correct file, can you please verify your, verify your address and date of birth, please? Address is 335 North Hall Street, Allentown, PA, 18102. And then what was the other one? Your date of birth. I'm sorry. 2-8-05. Oh, wow. Let's see. We have the phone number, 720-709-0562. Yeah, that's correct. And your email is tatianaireneali@gmail.com? Yes. Okay. So let's see. Well, I see that you are enrolled. Right. I en- I'm enrolled, but not for what I asked for. Um, I had, I have the MEC plan on my enrollment form, but you guys gave me the VIP Classic, I think, something like that. Mm-hmm. Okay, yeah. All right. So yeah, I don't- Mm-hmm. ... I'm not able to have a PCP where I can go see a doctor at a clinic. Okay. So let me put you in a brief hold, so I can pull out, uh, try to find the information. Okay. Thank you. Because y- I don't see the form attached to your file. So let me see if anything was emailed to anybody. Right, because Miss Stephanie said that she was gonna contact, um, North Staffing and see, um, I don't know, about the... 'Cause I emailed them on the- Okay. ... on the 1st of February. Okay. Let me, let me double check on the information- Okay. ... and I'll be right with you. Okay. Thank you, Pamela. Bye. I mean, I'll hold on. Miss Aquino? Yes. Thank you for holding. So we haven't heard back from North yet. I just sent an email again, and- and see if they could get back to us, because we need that form that you filled out coming from them, stating, you know, the- showing what you actually requested. Um... Right. But we haven't, they haven't got back to us. What I'm going to do, I... It's 1:52. We both are on Eastern Time. So I'm going to give you a call like around... I will say 5:30. Okay. And see if there's any response from now to that time, to follow up. Okay. Okay? All right. Thank you. I appreciate it, Miss Pamela. All right. No problem. Anything else I could do for you, before I say goodbye? No, that's it. I am just, I want my coverage so I can see a doctor. Okay. All right. But you know you could... I mean, not for the preventive care, but, um, like you could go to the doctor with the plan that you have. R-right. But what- what kind of doctor? I don't understand the plan. I don't- I don't get it. Like I wanted to- to see a doctor, um, so that I could get my prescriptions for the stuff that I need. So with the VIP, the... You have a VIP Classic, you could go to doctor's visit, um, and you could get your prescription with that plan as well. The... I don't know if you're aware that this

insurance is not like major insurance. They... Let me tell you, let me pull up the benefit guide so I could give you an example. Okay. This is so silly. Okay. Um, VIP Classic. So let's say, if you need to go to the doctor's office or urgent care, um, the insurance company covers \$50 towards the visit. You have four visits per year. And so... going to pay 10, 20 or \$30 depending on the- I have to pay out of pocket, right? Mm-hmm. Okay. But I could go to a urgent care? Yeah. But how about... Yeah, other- Did you receive that ID card? Yeah, I do. I have them. Okay. Okay. So yes, um, what I'm going to do, while I wait for the response from them, I'm going to send you the benefit guide. Okay. There, on page two, you're going to see your plan. It's called VIP Classic. Under each, under the VIP Classic, you're going to be able to see, um, the procedures and how much the insurance gonna cover. Um, also, you will find all the carriers, like, um, APL, which is your, um, carrier for your insurance. Okay. And, um... All right. All right. Thank you. So the email will be coming in from info@benefits in that card. Okay. And so, you can go look at it. Like, if you want to find a doctor's office around your area, it's a phone number there called MultiPlan. It's on your card as well. Yeah. You will be able to... Uh, yeah, okay. So... Okay. I'll give you a call around... So I'll- I go to lunch at 4:30, come back at 5:30. So by the time I come back, I should be able to get a response and see what's going on. Okay. And hopefully I may- I'll have a answer for you. Okay. Thank you so much, Miss Pamela. All right. Thank you. Have a good- All right. Have a great day then. Mm-hmm. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits Center Corps. This is Pamela speaking. How may I help you?

Speaker speaker\_1: What's your name? I'm sorry.

Speaker speaker\_0: Pamela.

Speaker speaker\_1: Hi, Miss Pamela. Um, my name is Tatiana Espino. And I spoke to a Stephanie back on April 17th, and she was supposed to get back to me but she didn't. So I'm calling because-

Speaker speaker\_0: Oh.

Speaker speaker\_1: ... I had spoke with her about my benefits that I had sent an enrollment form back in February, and it was not honored. So I don't know what happened because I asked-

Speaker speaker\_0: May I, ma'am?

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: Uh, may I have the last four digits of the Social and just the staffing agency you work for, so I can pull up your file?

Speaker speaker\_1: Okay. So the last four of my Social is 4315, and the name of the company that I work for is North, um, well, GHG, but it's North Staffing Group.

Speaker speaker\_0: As I know, for security reasons and to make sure we are in the correct file, can you please verify your, verify your address and date of birth, please?

Speaker speaker\_1: Address is 335 North Hall Street, Allentown, PA, 18102. And then what was the other one?

Speaker speaker\_0: Your date of birth.

Speaker speaker\_1: I'm sorry. 2-8-05.

Speaker speaker\_0: Oh, wow. Let's see. We have the phone number, 720-709-0562.

Speaker speaker\_1: Yeah, that's correct.

Speaker speaker\_0: And your email is tatianaireneali@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So let's see. Well, I see that you are enrolled.

Speaker speaker\_1: Right. I en- I'm enrolled, but not for what I asked for. Um, I had, I have the MEC plan on my enrollment form, but you guys gave me the VIP Classic, I think, something like that.

Speaker speaker\_0: Mm-hmm. Okay, yeah. All right.

Speaker speaker\_1: So yeah, I don't-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... I'm not able to have a PCP where I can go see a doctor at a clinic.

Speaker speaker\_0: Okay. So let me put you in a brief hold, so I can pull out, uh, try to find the information.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: Because y- I don't see the form attached to your file. So let me see if anything was emailed to anybody.

Speaker speaker\_1: Right, because Miss Stephanie said that she was gonna contact, um, North Staffing and see, um, I don't know, about the... 'Cause I emailed them on the-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... on the 1st of February.

Speaker speaker\_0: Okay. Let me, let me double check on the information-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... and I'll be right with you.

Speaker speaker\_1: Okay. Thank you, Pamela. Bye. I mean, I'll hold on.

Speaker speaker\_0: Miss Aquino?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Thank you for holding. So we haven't heard back from North yet. I just sent an email again, and- and see if they could get back to us, because we need that form that you filled out coming from them, stating, you know, the- showing what you actually requested. Um...

Speaker speaker\_1: Right.

Speaker speaker\_0: But we haven't, they haven't got back to us. What I'm going to do, I... It's 1:52. We both are on Eastern Time. So I'm going to give you a call like around... I will say 5:30.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And see if there's any response from now to that time, to follow up.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay?

Speaker speaker\_1: All right. Thank you. I appreciate it, Miss Pamela.

Speaker speaker\_0: All right. No problem. Anything else I could do for you, before I say goodbye?

Speaker speaker\_1: No, that's it. I am just, I want my coverage so I can see a doctor.

Speaker speaker\_0: Okay.

Speaker speaker\_1: All right.

Speaker speaker\_0: But you know you could... I mean, not for the preventive care, but, um, like you could go to the doctor with the plan that you have.

Speaker speaker\_1: R- right. But what- what kind of doctor? I don't understand the plan. I don't- I don't get it. Like I wanted to- to see a doctor, um, so that I could get my prescriptions for the stuff that I need.

Speaker speaker\_0: So with the VIP, the... You have a VIP Classic, you could go to doctor's visit, um, and you could get your prescription with that plan as well. The... I don't know if you're aware that this insurance is not like major insurance. They... Let me tell you, let me pull up the benefit guide so I could give you an example.

Speaker speaker\_1: Okay.

Speaker speaker\_0: This is so silly. Okay. Um, VIP Classic. So let's say, if you need to go to the doctor's office or urgent care, um, the insurance company covers \$50 towards the visit. You have four visits per year. And so... going to pay 10, 20 or \$30 depending on the-

Speaker speaker\_1: I have to pay out of pocket, right?

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Okay. But I could go to a urgent care?

Speaker speaker\_0: Yeah.

Speaker speaker\_1: But how about... Yeah, other-

Speaker speaker\_0: Did you receive that ID card?

Speaker speaker\_1: Yeah, I do. I have them.

Speaker speaker\_0: Okay. Okay. So yes, um, what I'm going to do, while I wait for the response from them, I'm going to send you the benefit guide.

Speaker speaker\_1: Okay.

Speaker speaker\_0: There, on page two, you're going to see your plan. It's called VIP Classic. Under each, under the VIP Classic, you're going to be able to see, um, the procedures and how much the insurance gonna cover. Um, also, you will find all the carriers, like, um, APL, which is your, um, carrier for your insurance.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And, um... All right.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: So the email will be coming in from info@benefits in that card.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And so, you can go look at it. Like, if you want to find a doctor's office around your area, it's a phone number there called MultiPlan. It's on your card as well.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: You will be able to... Uh, yeah, okay. So...

Speaker speaker\_1: Okay.

Speaker speaker\_0: I'll give you a call around... So I'll- I go to lunch at 4:30, come back at 5:30. So by the time I come back, I should be able to get a response and see what's going on.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And hopefully I may- I'll have a answer for you.

Speaker speaker\_1: Okay. Thank you so much, Miss Pamela.

Speaker speaker\_0: All right. Thank you.

Speaker speaker\_1: Have a good- All right.

Speaker speaker\_0: Have a great day then.

Speaker speaker\_1: Mm-hmm. Bye-bye.