

Transcript: Pamela

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Full Transcript

Thank you for calling Medical Center of course. This is Pamela speaking. How may I help you? Hello. I'm returning Victoria's ca- phone call. I received a phone call from her yesterday. All right. And, um, so we are the administrator for health insurance. If, are you currently working for a staffing agency? Yes. Okay. And what's the name of the staffing agency, sir? Uh, Integrity Staffing. And, okay. For me to be able to pull up your file, I will need the last four digits of your Social. Hello? Yes. Hello? Sorry. In order for me to find your file, I will need the last four digits of your Social and your first and last name, sir. Can you hear me? Hello? Sir, can you hear me? Oh, yeah. I can, I can hear you now. I can hear you. I'm sorry. No problem. So, in order for me to find your file, I need to verify if your com- um, sorry. I need the last four digits of your Social and the first and last name. Ah, first and last name. Damien Thomas, 7394. 7394. Can you say your first name? Kevin? No, no. Damien, Damien Thomas. Damien? Mm-hmm. Damien. All right. Let's see. Okay. Mr. Thomas, for security reasons, just to make sure we are in the correct file, I need to verify, um, your mailing address and date of birth. Uh, 16602 Ashton Avenue, Mount Illinois, 60428. And I'm sorry. You, you, you asked something else? Date of birth. Uh, 04/06/'92. Thank you. We have the phone number on file. It's 464 333-0068. Yeah. That's correct. And, and your email is your last name, 92@gmail.com. Correct. All right. So the reason, uh, Victoria called you is because, um, da, da, da. We sent you ID card for your medical benefits. Yeah. And it was returned back to us. Okay. And we just needed to update, um, check your address. So we have this 16602 Ashland Avenue. Do you have an apartment number there? Uh, n- n- no. That's... I got a... My address changed. Okay. Can we get the new address so we could, um, resend you the ID card? Okay. Yeah. Hold on. I got it 'cause I don't even know it by heart. Uh... No. No. Give me one second. Uh... You would think I would know the address by now. Let me see. Uh. Hmm. Uh, yes. That address is 2045 West Grand Avenue, Suite B. Okay. Ooh. Give me one second. Oh, okay. I'm sorry. Yeah. Can you start over, please? Yeah. Uh, 2045 West Grand Avenue. Grand- Yep. ... Avenue? You want to s- r- read it over? Um, so I have 10... 2045 West Grand Avenue in the city? Uh, well, okay. It's 2045 West Grand Avenue, Suite B. Suite B? Yeah, Suite B. Um, Chicago, Illinois. 60612. Well, all right. Yeah. So we'll be sending you the ID card there. Mm-hmm. It'll take about seven business days to arrive, or, or less. Okay. Uh, okay? Thank you for returning us the call. All right. If you have questions, concerns, just give us a call. Oh, oh, of course, since I got you on the phone. Mm-hmm. Uh, I have not yet logged into the account. So can I log into the account and see the... any i- of the information, 'cause I don't even remember subscribing for any, um, anything? I just know I had like 90 days. Mm-hmm. So is there any way I can see what type of plan or whatever I have? So you have, um, dental vision and medical. You can go, um, to myEIC. Yeah. Well, I did receive a email from you also. Can I just click that email and then... 'Cause I'm pretty sure I gotta make a username and

password and whatnot. Yeah. You have to create your profile. Yeah. Right. Okay. So yeah. I can click that email and then set everything up from there. You should... I- you should have a, um... What? A link there. Okay. All right. All right? Okay. Anything else I can do for you? No. That's good. Appreciate you. All right. Thank you for giving us a call. Have a great rest of the day. Oh. All right. You too. Thanks. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Medical Center of course. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hello. I'm returning Victoria's ca- phone call. I received a phone call from her yesterday.

Speaker speaker_0: All right. And, um, so we are the administrator for health insurance. If, are you currently working for a staffing agency?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And what's the name of the staffing agency, sir?

Speaker speaker_1: Uh, Integrity Staffing.

Speaker speaker_0: And, okay. For me to be able to pull up your file, I will need the last four digits of your Social.

Speaker speaker_1: Hello?

Speaker speaker_0: Yes.

Speaker speaker_1: Hello?

Speaker speaker_0: Sorry. In order for me to find your file, I will need the last four digits of your Social and your first and last name, sir. Can you hear me?

Speaker speaker_1: Hello?

Speaker speaker_0: Sir, can you hear me?

Speaker speaker_1: Oh, yeah. I can, I can hear you now. I can hear you. I'm sorry.

Speaker speaker_0: No problem. So, in order for me to find your file, I need to verify if your com- um, sorry. I need the last four digits of your Social and the first and last name.

Speaker speaker_1: Ah, first and last name. Damien Thomas, 7394.

Speaker speaker_0: 7394. Can you say your first name? Kevin?

Speaker speaker_1: No, no. Damien, Damien Thomas.

Speaker speaker_0: Damien?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Damien. All right. Let's see. Okay. Mr. Thomas, for security reasons, just to make sure we are in the correct file, I need to verify, um, your mailing address and date of birth.

Speaker speaker_1: Uh, 16602 Ashton Avenue, Mount Illinois, 60428. And I'm sorry. You, you, you asked something else?

Speaker speaker_0: Date of birth.

Speaker speaker_1: Uh, 04/06/'92.

Speaker speaker_0: Thank you. We have the phone number on file. It's 464 333-0068.

Speaker speaker_1: Yeah. That's correct.

Speaker speaker_0: And, and your email is your last name, 92@gmail.com.

Speaker speaker_1: Correct.

Speaker speaker_0: All right. So the reason, uh, Victoria called you is because, um, da, da, da. We sent you ID card for your medical benefits.

Speaker speaker_1: Yeah.

Speaker speaker_0: And it was returned back to us.

Speaker speaker_1: Okay.

Speaker speaker_0: And we just needed to update, um, check your address. So we have this 16602 Ashland Avenue. Do you have an apartment number there?

Speaker speaker_1: Uh, n- n- no. That's... I got a... My address changed.

Speaker speaker_0: Okay. Can we get the new address so we could, um, resend you the ID card?

Speaker speaker_1: Okay. Yeah. Hold on. I got it 'cause I don't even know it by heart. Uh...

Speaker speaker_0: No. No.

Speaker speaker_1: Give me one second. Uh... You would think I would know the address by now. Let me see. Uh. Hmm. Uh, yes. That address is 2045 West Grand Avenue, Suite B.

Speaker speaker_0: Okay. Ooh. Give me one second.

Speaker speaker_1: Oh, okay. I'm sorry. Yeah.

Speaker speaker_0: Can you start over, please?

Speaker speaker_1: Yeah. Uh, 2045 West Grand Avenue.

Speaker speaker_0: Grand-

Speaker speaker_1: Yep.

Speaker speaker_0: ... Avenue?

Speaker speaker_1: You want to s- r- read it over?

Speaker speaker_0: Um, so I have 10... 2045 West Grand Avenue in the city?

Speaker speaker_1: Uh, well, okay. It's 2045 West Grand Avenue, Suite B.

Speaker speaker_0: Suite B?

Speaker speaker_1: Yeah, Suite B. Um, Chicago, Illinois. 60612.

Speaker speaker_0: Well, all right.

Speaker speaker_1: Yeah.

Speaker speaker_0: So we'll be sending you the ID card there.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: It'll take about seven business days to arrive, or, or less.

Speaker speaker_1: Okay.

Speaker speaker_0: Uh, okay? Thank you for returning us the call.

Speaker speaker_1: All right.

Speaker speaker_0: If you have questions, concerns, just give us a call.

Speaker speaker_1: Oh, oh, of course, since I got you on the phone.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Uh, I have not yet logged into the account. So can I log into the account and see the... any i- of the information, 'cause I don't even remember subscribing for any, um, anything? I just know I had like 90 days.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So is there any way I can see what type of plan or whatever I have?

Speaker speaker_0: So you have, um, dental vision and medical. You can go, um, to myEIC.

Speaker speaker_1: Yeah. Well, I did receive a email from you also. Can I just click that email and then... 'Cause I'm pretty sure I gotta make a username and password and whatnot.

Speaker speaker_0: Yeah. You have to create your profile. Yeah.

Speaker speaker_1: Right. Okay. So yeah. I can click that email and then set everything up from there.

Speaker speaker_0: You should... I- you should have a, um...

Speaker speaker_1: What?

Speaker speaker_0: A link there.

Speaker speaker_1: Okay. All right.

Speaker speaker_0: All right? Okay. Anything else I can do for you?

Speaker speaker_1: No. That's good. Appreciate you.

Speaker speaker_0: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: Oh. All right. You too. Thanks. Bye.