

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you? Hi. Um, um, I have a, I have a question. It's... I, there was really no option to, to, to where I was looking for. Um, I'm, uh, I'm going to do my taxes, and, uh, there's, there's information I need from the past couple years. I, I didn't know if, uh, you guys could email me the months that I had coverage at all. Okay. And what state do you live, sir? I live in New, I live in New Jersey. Because we don't, we don't provide that information. Um- Okay. It could, it will... Maybe you'll, the staffing agency could, uh, let me see. Um, give me one second. Let me see who you used to work with. So, uh- Okay, thank you. ... what benefits you had. Um, what's the last four digits of your Social? 9438. And what was the name of the staffing agency? Uh, um, Oxford. Oxford. Oxford Global Resources. And your first and last name, sir? Michael Sullivan. Okay, Mr. Sullivan. For security reasons, just to make sure I am in the correct file- Mm-hmm. ... let's verify your complete address and date of birth. Um, date of birth is 9/17/1980. Um, address is 102 South Black Horse Pike. That's, uh, either Apartment B or second floor. I'm not sure which address is there. Mm-hmm. Uh, but that's, uh, Blackwood, New Jersey, 08012. Okay. So, um, I have a phone number on file, 609-489-9995. Correct. Yes. Okay. Um. Let's see. So you had Insure Plus and the Stay Healthy. Mm-hmm. Now, I'll provide you with two different phone numbers, because that, the... Well, this is for your taxes you said, right? So- Yeah, there's, I think the form is a- Uh-huh. ... 1095-C or something like that. Mm-hmm. The Stay Healthy will be the one that it's ACA compliance. That's the one you need- Perfect. ... for your taxes. Uh- Okay. I will try for you, but I will give you the number anyway, because I'm not sure if they work with the insurance card you said. Okay, thank you. All right. So the phone number is 1-800- Mm-hmm. ... 83342- 83342- 96. 96. That's, uh, 800- Oh. ... 833-4296. Yes. Okay. And when you dial the number, if you have to give them a call, uh- Do what? ... your option will be option one, 'cause otherwise- Option. ... it will send you back to us. Oh, okay. All right, thank you. All right? Okay. All right. So I will go ahead and try for you, and they will be- Okay. ... the ones that's gonna be able to assist you with that. I appreciate it. Thank you. Okay.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi. Um, um, I have a, I have a question. It's... I, there was really no option to, to, to where I was looking for. Um, I'm, uh, I'm going to do my taxes, and, uh, there's, there's information I need from the past couple years. I, I didn't know if, uh, you guys could

email me the months that I had coverage at all.

Speaker speaker_0: Okay. And what state do you live, sir?

Speaker speaker_1: I live in New, I live in New Jersey.

Speaker speaker_0: Because we don't, we don't provide that information. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: It could, it will... Maybe you'll, the staffing agency could, uh, let me see. Um, give me one second. Let me see who you used to work with. So, uh-

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: ... what benefits you had. Um, what's the last four digits of your Social?

Speaker speaker_1: 9438.

Speaker speaker_0: And what was the name of the staffing agency?

Speaker speaker_1: Uh, um, Oxford.

Speaker speaker_0: Oxford.

Speaker speaker_1: Oxford Global Resources.

Speaker speaker_0: And your first and last name, sir?

Speaker speaker_1: Michael Sullivan.

Speaker speaker_0: Okay, Mr. Sullivan. For security reasons, just to make sure I am in the correct file-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... let's verify your complete address and date of birth.

Speaker speaker_1: Um, date of birth is 9/17/1980. Um, address is 102 South Black Horse Pike. That's, uh, either Apartment B or second floor. I'm not sure which address is there.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Uh, but that's, uh, Blackwood, New Jersey, 08012.

Speaker speaker_0: Okay. So, um, I have a phone number on file, 609-489-9995.

Speaker speaker_1: Correct. Yes.

Speaker speaker_0: Okay. Um. Let's see. So you had Insure Plus and the Stay Healthy.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Now, I'll provide you with two different phone numbers, because that, the... Well, this is for your taxes you said, right? So-

Speaker speaker_1: Yeah, there's, I think the form is a-

Speaker speaker_0: Uh-huh.

Speaker speaker_1: ... 1095-C or something like that.

Speaker speaker_0: Mm-hmm. The Stay Healthy will be the one that it's ACA compliance. That's the one you need-

Speaker speaker_1: Perfect.

Speaker speaker_0: ... for your taxes. Uh-

Speaker speaker_1: Okay.

Speaker speaker_0: I will try for you, but I will give you the number anyway, because I'm not sure if they work with the insurance card you said.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: All right. So the phone number is 1-800-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 83342-

Speaker speaker_1: 83342-

Speaker speaker_0: 96.

Speaker speaker_1: 96. That's, uh, 800-

Speaker speaker_0: Oh.

Speaker speaker_1: ... 833-4296.

Speaker speaker_0: Yes.

Speaker speaker_1: Okay.

Speaker speaker_0: And when you dial the number, if you have to give them a call, uh-

Speaker speaker_1: Do what?

Speaker speaker_0: ... your option will be option one, 'cause otherwise-

Speaker speaker_1: Option.

Speaker speaker_0: ... it will send you back to us.

Speaker speaker_1: Oh, okay. All right, thank you.

Speaker speaker_0: All right? Okay.

Speaker speaker_1: All right.

Speaker speaker_0: So I will go ahead and try for you, and they will be-

Speaker speaker_1: Okay.

Speaker speaker_0: ... the ones that's gonna be able to assist you with that.

Speaker speaker_1: I appreciate it. Thank you.

Speaker speaker_0: Okay.