

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Health Plan Management 10 o'clock. This is Paola speaking, how may I help you? Hi, I'm calling to... Uh, I gotta check to see the plan I got. Is this like iSymphony? Well, this is the number I was gave if I had questions. We are the administrator for the health insurance for staffing agency. You said for the who? For staffing agency. Oh, yes, okay, yes. Uh, for iSymphony? ... let me see that. It doesn't sound familiar, but let's see. Let's see. By any chance you know if they have any other name? Um, let me see. That doesn't sound like any of the... What, what, iSymphony? Hamilton/Rikers, okay. Harrison UTI? Yes, Hamilton/Rikers. May I have the last 14 years of your social? Yeah, 6516. And your first and last name, sir? Jamar Smalling. Mr. Smalling, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? Yes. 5109 Dauntless Drive, Houston, Texas 77066. Date of birth, 5/21/90. We have a phone number on file, 346-316-4234. And your email is bwilliams150@gmail.com. Uh, my, my email is smallingjamar@gmail.com. But bwilliams150, I mean, I use that email but my most up-to-date email is smallingjamar, my last name, first name, @gmail.com. Let me add that to your account as well. All right. And you're calling regarding the health benefits to enroll? Yes, I, I enrolled in health and dental, correct? I don't see any... No. So, let's see. No. We received a form back in September 6th, so you signed and dated that day, um, saying that you did not wanted to participate in the benefits. There was no enrollment there. Yeah, no, but that's why they had sent me another form because I did that on accident and I enrolled in health and benefits, so it's not updated? No, when do you... When did they send that information? Um, I just did that, let me see, it was about a week ago. Okay. Well, we have not received it yet. I will go ahead and email, uh, the oligarchy department and see if they have it, um, if they have received it but it hasn't been processed yet. Um, okay. And what was again you, that you wanted to enroll in dental and medical? Yes, yes. Do you recall what was the medical, um, plan? The name of it? Um, uh, um, I don't recall but what was the best one you guys had? Um, they have one for, one for \$18.50. Yeah, it most like, it most likely was the one that was the most. And I know for a fact for dental, it was the one that was the most, because I have braces and I'm trying to get, uh, worked on. Braces? It will not cover. Your dental, they do not cover braces. None, or orthodontia, major services. Okay, yeah. Okay, I just have to, um... Okay, so y'all just... Y'all, y'all, y'all just do not cover that? No, sir. Okay, I might have to get another one then. That's all. So you don't... You don't wanna be with us it is? Without enrollment? Um... All the services that they offer through the temp agency, the benefits are very simple. Um, and that will be the only tier of dental that they provide as well. So that, so that's just like cleaning and stuff? Yes. Like, um, just basic cleaning, extraction, non-surgical and fillings. Okay. Um, okay. Well, I'm gonna give that some thought then. I might, I might leave it as unenrolled but I'm a, I'm a

probably call you guys back tomorrow about that. No problem. So, um, just leave the call. We can leave that... Okay. All right. I'll get to talk to my person. Okay.

Conversation Format

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

Speaker speaker_2: Health Plan Management 10 o'clock. This is Paola speaking, how may I help you?

Speaker speaker_1: Hi, I'm calling to... Uh, I gotta check to see the plan I got. Is this like iSymphony? Well, this is the number I was gave if I had questions.

Speaker speaker_2: We are the administrator for the health insurance for staffing agency.

Speaker speaker_1: You said for the who?

Speaker speaker_2: For staffing agency.

Speaker speaker_1: Oh, yes, okay, yes. Uh, for iSymphony?

Speaker speaker_3: ... let me see that. It doesn't sound familiar, but let's see. Let's see. By any chance you know if they have any other name?

Speaker speaker_1: Um, let me see.

Speaker speaker_3: That doesn't sound like any of the...

Speaker speaker_1: What, what, iSymphony?

Speaker speaker_3: Hamilton/Rikers, okay.

Speaker speaker_1: Harrison UTI?

Speaker speaker_3: Yes, Hamilton/Rikers. May I have the last 14 years of your social?

Speaker speaker_1: Yeah, 6516.

Speaker speaker_3: And your first and last name, sir?

Speaker speaker_1: Jamar Smalling.

Speaker speaker_3: Mr. Smalling, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: Yes. 5109 Dauntless Drive, Houston, Texas 77066. Date of birth, 5/21/90.

Speaker speaker_3: We have a phone number on file, 346-316-4234. And your email is bwilliams150@gmail.com.

Speaker speaker_1: Uh, my, my email is smallingjamar@gmail.com. But bwilliams150, I mean, I use that email but my most up-to-date email is smallingjamar, my last name, first name, @gmail.com.

Speaker speaker_3: Let me add that to your account as well. All right. And you're calling regarding the health benefits to enroll?

Speaker speaker_1: Yes, I, I enrolled in health and dental, correct?

Speaker speaker_3: I don't see any... No. So, let's see. No. We received a form back in September 6th, so you signed and dated that day, um, saying that you did not wanted to participate in the benefits. There was no enrollment there.

Speaker speaker_1: Yeah, no, but that's why they had sent me another form because I did that on accident and I enrolled in health and benefits, so it's not updated?

Speaker speaker_3: No, when do you... When did they send that information?

Speaker speaker_1: Um, I just did that, let me see, it was about a week ago.

Speaker speaker_3: Okay. Well, we have not received it yet. I will go ahead and email, uh, the oligarchy department and see if they have it, um, if they have received it but it hasn't been processed yet. Um, okay. And what was again you, that you wanted to enroll in dental and medical?

Speaker speaker_1: Yes, yes.

Speaker speaker_3: Do you recall what was the medical, um, plan? The name of it?

Speaker speaker_1: Um, uh, um, I don't recall but what was the best one you guys had?

Speaker speaker_3: Um, they have one for, one for \$18.50.

Speaker speaker_1: Yeah, it most like, it most likely was the one that was the most. And I know for a fact for dental, it was the one that was the most, because I have braces and I'm trying to get, uh, worked on.

Speaker speaker_3: Braces? It will not cover. Your dental, they do not cover braces. None, or orthodontia, major services.

Speaker speaker_1: Okay, yeah. Okay, I just have to, um... Okay, so y'all just... Y'all, y'all, y'all just do not cover that?

Speaker speaker_3: No, sir.

Speaker speaker_1: Okay, I might have to get another one then. That's all.

Speaker speaker_3: So you don't... You don't wanna be with us it is? Without enrollment?

Speaker speaker_1: Um...

Speaker speaker_3: All the services that they offer through the temp agency, the benefits are very simple. Um, and that will be the only tier of dental that they provide as well.

Speaker speaker_1: So that, so that's just like cleaning and stuff?

Speaker speaker_3: Yes. Like, um, just basic cleaning, extraction, non-surgical and fillings.

Speaker speaker_1: Okay. Um, okay. Well, I'm gonna give that some thought then. I might, I might leave it as unenrolled but I'm a, I'ma probably call you guys back tomorrow about that.

Speaker speaker_3: No problem. So, um, just leave the call.

Speaker speaker_1: We can leave that... Okay.

Speaker speaker_3: All right.

Speaker speaker_1: I'll get

Speaker speaker_4: to talk to my person.

Speaker speaker_3: Okay.