

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hi. Um, I was just calling, uh, 'cause I work for... work through WSI and they, like, give me insurance. Um, so I was just calling to, like, check what my insurance benefits were, and, uh, like, if I'm going to get an insurance card, because I just started this new job, um, and I just don't- All right. ... have all the information. All right. And that's the name of the staffing agency? Yeah. That's the name of the- That's why I called. ... staffing agency. It, uh, I think it's through Workforce Safety and Insurance. All right. Let me have the last four digits of your Social so I can pull up your file. Oh, okay. 9312. 93... No. And your first and last name? Um, Ashley with two Es, not E-Y, and then Schneider. Miss Schneider, for security reasons, just to make sure we are in the correct file, can you please verify the complete address and date of birth? Um, July 17, 2000, 1044 South Stoneridge Drive, Plano, Michigan, 49080. Thank you for the information. Um... We have a phone number on file, 269- Uh- ... 569-5515? Yeah. Hm. Let me check on your... for benefits. So, your benefits are... Sorry. Okay, so you are enrolled medical, dental and vision. Now this- Yes. ... is pending. Um, to start, we're just waiting for the premium from your employer. As soon as we receive the premium, the benefits will start the following Monday, um, and the ID card will be arriving within seven to 10 days after the benefits are active. Your medical card- Okay. ... and your dental and vision. Okay. Uh, just one question. So, like, um, it's active, like, the Monday after I started or at, like, you know, this next Monday that's about to happen? No. No, after we receive the premium from your employer, after we receive the first pla- payment. Okay. So, that'll be coming from, like, the place that I'm working for, not through the agency? Through the agency. Oh, okay. When you- Okay. When... Um, we don't have access to your payroll, so we... I'm not able to tell you, like, when exactly they're going to make the deduction. But as soon as they- Okay. ... make the deduction this month- So I can call them and... Oh, sorry. I was just wondering if I could- No, that's okay. ... like call WSI and see if, uh, like... when the premium would go in? Yeah, you could give 'em a call and tell them that you called us, and that's what we're waiting for. Okay. Awesome. Hm. Thank you. Anything else I can do for you, ma'am? Um, do you know, like... So, like, I'm on, you know, health, dental and vision. Um, d- like, do you know... You can't tell me, like, exactly, like, what it would cover? You won't know until you get the premium? No. I mean if you have an email, I could send you a benefit guide, so you could see the... um, everything that they offer on each plan. Okay. Yeah, that would be awesome actually. So- So, your current number- Let me know when you're ready. I'm ready. Go ahead. Oh, okay. It's Ashley with two Es, 17, and then Schneider, which is S-H-E-I-D-E-R at gmail. All right, so first name, 17, last name, @gmail. Yep. It says your medical... medical benefits, uh, name is VIP Classic, 'cause you're going to see all the medical plans there. But that's the name of the one you're gonna look for, VIP Classic, the medical- Okay. VIP Classic. And then there's... Yeah.

Then, then dental, vision, they all the same. They only offer once a year, so... Okay. The email will be coming in from info@benefitsinacard. Check your spam and junk mail. It might go there. Okay. Uh, you said it's coming from in... Can you say that one more time? I don't wanna make a note of it. Yeah. It's info, I-N-F-O, @benefitsinacard. Okay. And you're gonna have two PDF files, one for your dental and then the one for the vision and medical. Okay. All right. Is there anything else I could do for you, ma'am? Uh, no, just that. Thank you. All right. Thank you for giving us a call. Have a great rest of the day, miss Schneider. You too. Bye.

Conversation Format

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

Speaker speaker_1: Hi. Um, I was just calling, uh, 'cause I work for... work through WSI and they, like, give me insurance. Um, so I was just calling to, like, check what my insurance benefits were, and, uh, like, if I'm going to get an insurance card, because I just started this new job, um, and I just don't-

Speaker speaker_0: All right.

Speaker speaker_1: ... have all the information.

Speaker speaker_0: All right. And that's the name of the staffing agency?

Speaker speaker_1: Yeah. That's the name of the-

Speaker speaker_0: That's why I called.

Speaker speaker_1: ... staffing agency. It, uh, I think it's through Workforce Safety and Insurance.

Speaker speaker_0: All right. Let me have the last four digits of your Social so I can pull up your file.

Speaker speaker_1: Oh, okay. 9312.

Speaker speaker_0: 93... No. And your first and last name?

Speaker speaker_1: Um, Ashley with two Es, not E-Y, and then Schneider.

Speaker speaker_0: Miss Schneider, for security reasons, just to make sure we are in the correct file, can you please verify the complete address and date of birth?

Speaker speaker_1: Um, July 17, 2000, 1044 South Stoneridge Drive, Plano, Michigan, 49080.

Speaker speaker_0: Thank you for the information. Um... We have a phone number on file, 269-

Speaker speaker_1: Uh-

Speaker speaker_0: ... 569-5515?

Speaker speaker_1: Yeah.

Speaker speaker_0: Hm. Let me check on your... for benefits. So, your benefits are... Sorry. Okay, so you are enrolled medical, dental and vision. Now this-

Speaker speaker_1: Yes.

Speaker speaker_0: ... is pending. Um, to start, we're just waiting for the premium from your employer. As soon as we receive the premium, the benefits will start the following Monday, um, and the ID card will be arriving within seven to 10 days after the benefits are active. Your medical card-

Speaker speaker_1: Okay.

Speaker speaker_0: ... and your dental and vision.

Speaker speaker_1: Okay. Uh, just one question. So, like, um, it's active, like, the Monday after I started or at, like, you know, this next Monday that's about to happen?

Speaker speaker_0: No. No, after we receive the premium from your employer, after we receive the first pla- payment.

Speaker speaker_1: Okay. So, that'll be coming from, like, the place that I'm working for, not through the agency?

Speaker speaker_0: Through the agency.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: When you-

Speaker speaker_1: Okay.

Speaker speaker_0: When... Um, we don't have access to your payroll, so we... I'm not able to tell you, like, when exactly they're going to make the deduction. But as soon as they-

Speaker speaker_1: Okay.

Speaker speaker_0: ... make the deduction this month-

Speaker speaker_1: So I can call them and... Oh, sorry. I was just wondering if I could-

Speaker speaker_0: No, that's okay.

Speaker speaker_1: ... like call WSI and see if, uh, like... when the premium would go in?

Speaker speaker_0: Yeah, you could give 'em a call and tell them that you called us, and that's what we're waiting for.

Speaker speaker_1: Okay. Awesome.

Speaker speaker_0: Hm.

Speaker speaker_1: Thank you.

Speaker speaker_0: Anything else I can do for you, ma'am?

Speaker speaker_1: Um, do you know, like... So, like, I'm on, you know, health, dental and vision. Um, d- like, do you know... You can't tell me, like, exactly, like, what it would cover? You won't know until you get the premium?

Speaker speaker_0: No. I mean if you have an email, I could send you a benefit guide, so you could see the... um, everything that they offer on each plan.

Speaker speaker_1: Okay. Yeah, that would be awesome actually. So-

Speaker speaker_0: So, your current number-

Speaker speaker_1: Let me know when you're ready.

Speaker speaker_0: I'm ready. Go ahead.

Speaker speaker_1: Oh, okay. It's Ashley with two Es, 17, and then Schneider, which is S-H-E-I-D-E-R at gmail.

Speaker speaker_0: All right, so first name, 17, last name, @gmail.

Speaker speaker_1: Yep.

Speaker speaker_0: It says your medical... medical benefits, uh, name is VIP Classic, 'cause you're going to see all the medical plans there. But that's the name of the one you're gonna look for, VIP Classic, the medical-

Speaker speaker_1: Okay. VIP Classic.

Speaker speaker_0: And then there's... Yeah. Then, then dental, vision, they all the same. They only offer once a year, so...

Speaker speaker_1: Okay.

Speaker speaker_0: The email will be coming in from info@benefitsinacard. Check your spam and junk mail. It might go there.

Speaker speaker_1: Okay. Uh, you said it's coming from in... Can you say that one more time? I don't wanna make a note of it.

Speaker speaker_0: Yeah. It's info, I-N-F-O, @benefitsinacard.

Speaker speaker_1: Okay.

Speaker speaker_0: And you're gonna have two PDF files, one for your dental and then the one for the vision and medical.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Is there anything else I could do for you, ma'am?

Speaker speaker_1: Uh, no, just that. Thank you.

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

Speaker speaker_1: You too. Bye.