

Transcript: Pamela

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Full Transcript

Calling Benefits in a Car, how may I help you? Ooh, I can barely hear you 'cause I'm up while I've been talking right into the microphone. Hello, sir. Hello. Hello? How are you? Good, going good. My name is Antonio Rojas. I received this, um, message on my phone about, um, some kind of... I don't even know what, what it's... about the insurance. Okay. We are the administrator- Transfer from SST. Ma'am? We are the administrator for the health insurance for staffing agency. Okay. It says something about, um, SST employee important reminder to review the email you received regarding the transition of your benefits effective 5-5-25. If you have not received an email or if you have questions, call the Benefits in a Card at... and I filled out this number. What is this about? We are administrator for health insurance for staffing agency. Do you work for any staffing agency? Yes, I work for SST. Okay, so when did you start working for them? I worked with... I started last year in July. So, um, most likely they are on open enrollment and they're letting you know if you would like to enroll in the benefits. Let me see. Is it the same benefits they had last year or is it different? I'm not sure. Um, I'm looking for it to see if it's the same. I will have to check on the, on the benefit guide. Let me, um, look for... Give me one- They, they got to get some- And what's the last four digits of your social, sir? 0502. 0502 04. Okay, Mr. Rojas, for security reasons, just to make sure we are in the correct file, we need to verify your complete address and date of birth. 4809 Navarro Drive, Corpus Christi, Texas 78411 and my date of birth is 06-19-1974. Okay, thank you for the information, sir. We, we do not have a pho- a phone number in case we need to contact you. Is the one you're calling a good number to reach you? Yes, yes. All right. And we have as an email A.Rojas77963@gmail. Right. So I see here there, it was a rollover and, um, since we... If SST is new to us, um, and you are enrolled, but what we're missing is the... your dependent's information. Let me see. I don't have ID. No, it will be- Well, first of all, the coverage any better? Because the coverage is absolutely horrible. I can't even get meds that I need. I can't get my diabetic meds, none of them because they only cover \$600. Now, I paid more than \$600 in a year with this insurance but I can't get meds that are \$600 or more. So this is, um... Since you guys are rolling over to us, um, the medication, it will be different. I could send you a benefit guide through the email so you can see more regarding this and, um, and there you could find out regarding your medication, because they do offer a prescription plan as well. Um, and what we need actually for you, sir, is the beneficiary for the life insurance. That's the dependent that we need. We need the name, last name and the relationship to you. Um, we'll put my daughter on there. It's going to be Kayla Marie Rojas. Kayla Marie? Yeah. Rojas. All right. And so the email I'm going to send you is coming in from infoappbenefitsinacar. Check your spam and junk mail. Um, it might go there. It's going... Okay. And I'm going to tell you until when you have... you can make changes to your benefits. You have until June, um, you have until May 30th to make changes. You could check- Okay.

... the plan that I said about the prescription. Maybe that will work for you. What is the, the name... What's, what's, what's the name of what I'm looking for? Um, it's called FreeRx. And also there, the one that you have right now is Pharma... is through Pharma Bill. You could give them a call and they will let, be able to tell you how much you need to pay for the prescription, because, um, depending on the prescription, you will pay \$10, \$20 or \$30. Okay. Well, I haven't gotten it yet. Oh, no, I'm generating the emails of... as we speak. All right. Mm-hmm. Okay. So we are from 8:00 AM to 8:00 PM Eastern Time, Monday to Friday. Um, you could give us a call after you go over the e-, um, benefit guide. We'll be more than happy to assist you. Okay. All right. Anything else I could do for you, sir? Uh, no, ma'am, that'll be all. All right. Thank you for calling Benefits in a Car. Have a great rest of the day. You too. Thank you. Bye.

Conversation Format

Speaker speaker_0: Calling Benefits in a Car, how may I help you?

Speaker speaker_1: Ooh, I can barely hear you 'cause I'm up while I've been talking right into the microphone.

Speaker speaker_0: Hello, sir. Hello.

Speaker speaker_1: Hello?

Speaker speaker_0: How are you?

Speaker speaker_1: Good, going good. My name is Antonio Rojas. I received this, um, message on my phone about, um, some kind of... I don't even know what, what it's... about the insurance.

Speaker speaker_0: Okay. We are the administrator-

Speaker speaker_1: Transfer from SST.

Speaker speaker_0: Ma'am? We are the administrator for the health insurance for staffing agency.

Speaker speaker_1: Okay. It says something about, um, SST employee important reminder to review the email you received regarding the transition of your benefits effective 5-5-25. If you have not received an email or if you have questions, call the Benefits in a Card at... and I filled out this number. What is this about?

Speaker speaker_0: We are administrator for health insurance for staffing agency. Do you work for any staffing agency?

Speaker speaker_1: Yes, I work for SST.

Speaker speaker_0: Okay, so when did you start working for them?

Speaker speaker_1: I worked with... I started last year in July.

Speaker speaker_0: So, um, most likely they are on open enrollment and they're letting you know if you would like to enroll in the benefits. Let me see.

Speaker speaker_1: Is it the same benefits they had last year or is it different?

Speaker speaker_0: I'm not sure. Um, I'm looking for it to see if it's the same. I will have to check on the, on the benefit guide. Let me, um, look for... Give me one-

Speaker speaker_1: They, they got to get some-

Speaker speaker_0: And what's the last four digits of your social, sir?

Speaker speaker_1: 0502.

Speaker speaker_0: 0502 04. Okay, Mr. Rojas, for security reasons, just to make sure we are in the correct file, we need to verify your complete address and date of birth.

Speaker speaker_1: 4809 Navarro Drive, Corpus Christi, Texas 78411 and my date of birth is 06-19-1974.

Speaker speaker_0: Okay, thank you for the information, sir. We, we do not have a pho- a phone number in case we need to contact you. Is the one you're calling a good number to reach you?

Speaker speaker_1: Yes, yes.

Speaker speaker_0: All right. And we have as an email A.Rojas77963@gmail.

Speaker speaker_1: Right.

Speaker speaker_0: So I see here there, it was a rollover and, um, since we... If SST is new to us, um, and you are enrolled, but what we're missing is the... your dependent's information. Let me see.

Speaker speaker_1: I don't have ID.

Speaker speaker_0: No, it will be-

Speaker speaker_1: Well, first of all, the coverage any better? Because the coverage is absolutely horrible. I can't even get meds that I need. I can't get my diabetic meds, none of them because they only cover \$600. Now, I paid more than \$600 in a year with this insurance but I can't get meds that are \$600 or more.

Speaker speaker_0: So this is, um... Since you guys are rolling over to us, um, the medication, it will be different. I could send you a benefit guide through the email so you can see more regarding this and, um, and there you could find out regarding your medication, because they do offer a prescription plan as well. Um, and what we need actually for you, sir, is the beneficiary for the life insurance. That's the dependent that we need. We need the name, last name and the relationship to you.

Speaker speaker_1: Um, we'll put my daughter on there. It's going to be Kayla Marie Rojas.

Speaker speaker_0: Kayla Marie?

Speaker speaker_1: Yeah. Rojas.

Speaker speaker_0: All right. And so the email I'm going to send you is coming in from infoappbenefitsinacar. Check your spam and junk mail. Um, it might go there. It's going... Okay. And I'm going to tell you until when you have... you can make changes to your benefits. You have until June, um, you have until May 30th to make changes. You could check-

Speaker speaker_1: Okay.

Speaker speaker_0: ... the plan that I said about the prescription. Maybe that will work for you.

Speaker speaker_1: What is the, the name... What's, what's, what's the name of what I'm looking for?

Speaker speaker_0: Um, it's called FreeRx. And also there, the one that you have right now is Pharma... is through Pharma Bill. You could give them a call and they will let, be able to tell you how much you need to pay for the prescription, because, um, depending on the prescription, you will pay \$10, \$20 or \$30.

Speaker speaker_1: Okay. Well, I haven't gotten it yet.

Speaker speaker_0: Oh, no, I'm generating the emails of... as we speak. All right.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. So we are from 8:00 AM to 8:00 PM Eastern Time, Monday to Friday. Um, you could give us a call after you go over the e-, um, benefit guide. We'll be more than happy to assist you.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Anything else I could do for you, sir?

Speaker speaker_1: Uh, no, ma'am, that'll be all.

Speaker speaker_0: All right. Thank you for calling Benefits in a Car. Have a great rest of the day.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: Bye.