

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in Accord. This is Pamela speaking. How may I assist you? Hi, Pamela. How you doing? Hello. My name is Macneil James and I'm a member of a BIC. Okay. And I've, I've had, I had knee replacement surgery and I've been to therapy this morning and they said that the insurance would not cover the therapy. Well, um, it all depends, but I don't think the plans that they offer cover therapy, but it all depends on the plan- ... that you have. Who do you work for, the staffing agency? MAU. May I have the last four digits- MAU. ... of your Social so I can pull up your file? 4631. And what is your first and last name, sir, again? Macneil James. And you said the last four's 0631? 4631. Sorry about that. Okay, Mr. Ma- Mr. James, 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? Uh, 612 Nails Place, St. Stephens, 29479. Date of birth, 10/21/1980. Okay. We have a phone number on file, 843-351-5617. And your email is your first name, last name 21 at gmail.com? Correct. But, um, you, your benefits... Do you follow up your benefits with COBRA- No. ... sir? Because your benefits are not- No, I don't- ... active with us since, uh, October 14th. So you're saying I don't have no insurance right now? Yes, sir. That's right. Okay. But, um- Thank you so much for your time. Thank you for... Thank you for- Have a good day. You too, sir.

Conversation Format

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

Speaker speaker_2: Thank you for calling Benefits in Accord. This is Pamela speaking. How may I assist you?

Speaker speaker_1: Hi, Pamela. How you doing?

Speaker speaker_2: Hello.

Speaker speaker_1: My name is Macneil James and I'm a member of a BIC.

Speaker speaker_2: Okay.

Speaker speaker_1: And I've, I've had, I had knee replacement surgery and I've been to therapy this morning and they said that the insurance would not cover the therapy.

Speaker speaker_2: Well, um, it all depends, but I don't think the plans that they offer cover therapy, but it all depends on the plan- ... that you have. Who do you work for, the staffing

agency?

Speaker speaker_1: MAU.

Speaker speaker_2: May I have the last four digits-

Speaker speaker_1: MAU.

Speaker speaker_2: ... of your Social so I can pull up your file?

Speaker speaker_1: 4631.

Speaker speaker_2: And what is your first and last name, sir, again?

Speaker speaker_1: Macneil James.

Speaker speaker_2: And you said the last four's 0631?

Speaker speaker_1: 4631.

Speaker speaker_2: Sorry about that. Okay, Mr. Ma- Mr. James, 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: Uh, 612 Nails Place, St. Stephens, 29479. Date of birth, 10/21/1980.

Speaker speaker_2: Okay. We have a phone number on file, 843-351-5617. And your email is your first name, last name 21 at gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_2: But, um, you, your benefits... Do you follow up your benefits with COBRA-

Speaker speaker_1: No.

Speaker speaker_2: ... sir? Because your benefits are not-

Speaker speaker_1: No, I don't-

Speaker speaker_2: ... active with us since, uh, October 14th.

Speaker speaker_1: So you're saying I don't have no insurance right now?

Speaker speaker_2: Yes, sir. That's right.

Speaker speaker_1: Okay.

Speaker speaker_2: But, um-

Speaker speaker_1: Thank you so much for your time.

Speaker speaker_2: Thank you for... Thank you for-

Speaker speaker_1: Have a good day.

Speaker speaker_2: You too, sir.