

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? Yeah, uh, y'all, you asked me to call you for Benefits in a Card or something. I don't know what it's about. We are the administrator for health insurance, sir, for a staffing agency. Have you- Yeah. ... applied to a job? Yeah. Well, I'm, I'm full... Um, I'm for a staffing agency but I'm finna get hired on at Textron so I don't know- Okay. ... you know, when actually... Well, I done did my drug screening and all that, so I don't know how long it's gonna be before I change over and things change. So, you know, uh, what do I need? Yeah. I work for MAU right now, Bill. Okay. So you, um... Usually, the enrollment takes about three to four weeks after you start, um, after you get enrolled. The benefits start the following Monday after we receive the first payment from the employer. So I'm not sure if that's gonna be, um, if it's enough time for you to be enrolled with us while you wait for... to get hired on or if... How long you been with them already? Been with who? With, uh, MAU. I've been with them a year and some months. Okay. Like I said, um, this is not mandatory. Just because you're working through them, you enrolled in the benefits. But if you wanna wait and to get hired through the company, you could also do that. Well, I s- I, mm, I still got the card for y'all. I'm still paying on, you know- Oh, you are? Mm-hmm. ... my insurance through y'all. Okay. You hear me? All right. Do you have- Until I, until I get off of, until I get off of, uh, MAU payroll, I'm still on your payroll, so you're still taking that money out of my, uh, account. Okay. I mean, my, uh- And you said you received a call from us. Every week... Excuse me? You say you received a call from- I haven't, I haven't received a call, a card or anything from y'all. Okay, so let me get, let me get the last four digits of the file so I can pull up your, um- Last four digits of my what? Social. Uh, 6758. 565- 56- 6- 6758. 758. And your first and last name, sir? Roger Bell. Mr. Bell, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. Uh, 2445 Amsterdam Drive, Apartment 20- 22065. And where is this address located, sir? I just wanna make sure I have the correct one on hand. Augusta, Georgia. Augusta, Georgia, 30903. Thank you for the information. We have a telephone number on file, 706-750-3482. And your email is RB36747@Gmail.com? Mm-hmm. So you, you would like to view I- ID card? Yeah, I don't have one from y'all. I got, I, I got my insurance that I go to the doctor with but I don't have a Benefits in a Card. I don't know- Look, the card doesn't come directly from us. It comes from your... The carrier, which is APL. Yeah. So I don't... And- I mean, you know, uh, it ain't doing me no good if I got... If I don't have the card, right? Okay. So I'm gonna go put you on, in a brief hold and I'm gonna email it to you. You're gonna email me the cards? Your ID cards. Yes, sir. Okay. Right? Just bear with me. Mr. Bell? Hello? Thank you for holding. The ID card will be coming in through your email from INFO at Benefits in a Card. Check your spam and junk mail. It might go there. Allow about a minute or so for you to receive it, sir. Okay. Right. Is there anything else I can do for you? Uh, what does

this Benefits in a Card do? What it does, does it help me with my medicine or something? We are the administrator for the health insurance. Uh, what we do is, um, administrate the health insurance for MAU. We are not a carrier. What we do is like enroll you, send you an ID card, help you with, uh, the benefits. But the actual carrier is APL and IMA93. Yeah, I got those cards that I show the doctor when I go to it. Them the ones that pay the bill, right? Mm-hmm. Right? Yes, so those, those are the... Yeah, those are the cards. Yeah, so what is benefit of the cards for? We are the administrator for MAU for the health insurance. That's what we do. Okay. Yeah, okay. You're the health, for the, for the health, for my, for the health insurance. Like, what you mean? Like going to the doctor or whatever? No, we... No, what we do is help MAU with the enrollment for the employees. Okay, but I already done all that. I thought the only thing I needed was probably this card. But at the same time, it's the c- I don't have to show the card when I go to the doctor or nothing, right? Well, you don't need a card from us. You need the card if, the card that you need to show your doctor is the one from the carrier, from APL. Yeah, okay. Okay. All right. Okay? Yeah, but I already have that, uh, you know. That's the one I'm sending you. That's the one- The insurance that I pay, that I pay every week. I pay, it comes out my check. I think it's 20 bucks or so. I, I, I don't know how- That's the ID card that I'm emailing to you, sir. Okay. Right? All right. Anything else, sir? No, that's it. All right, thank you for giving us a call today. Have a great rest of the day, sir. 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: Yeah, uh, y'all, you asked me to call you for Benefits in a Card or something. I don't know what it's about.

Speaker speaker_0: We are the administrator for health insurance, sir, for a staffing agency. Have you-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... applied to a job?

Speaker speaker_1: Yeah. Well, I'm, I'm full... Um, I'm for a staffing agency but I'm finna get hired on at Textron so I don't know-

Speaker speaker_0: Okay.

Speaker speaker_1: ... you know, when actually... Well, I done did my drug screening and all that, so I don't know how long it's gonna be before I change over and things change. So, you know, uh, what do I need? Yeah. I work for MAU right now, Bill.

Speaker speaker_0: Okay. So you, um... Usually, the enrollment takes about three to four weeks after you start, um, after you get enrolled. The benefits start the following Monday after we receive the first payment from the employer. So I'm not sure if that's gonna be, um, if it's enough time for you to be enrolled with us while you wait for... to get hired on or if... How long

you been with them already?

Speaker speaker_1: Been with who?

Speaker speaker_0: With, uh, MAU.

Speaker speaker_1: I've been with them a year and some months.

Speaker speaker_0: Okay. Like I said, um, this is not mandatory. Just because you're working through them, you en- enrolled in the benefits. But if you wanna wait and to get hired through the company, you could also do that.

Speaker speaker_1: Well, I s- I, mm, I still got the card for y'all. I'm still paying on, you know-

Speaker speaker_0: Oh, you are? Mm-hmm.

Speaker speaker_1: ... my insurance through y'all.

Speaker speaker_0: Okay.

Speaker speaker_1: You hear me?

Speaker speaker_0: All right. Do you have-

Speaker speaker_1: Until I, until I get off of, until I get off of, uh, MAU payroll, I'm still on your payroll, so you're still taking that money out of my, uh, account.

Speaker speaker_0: Okay.

Speaker speaker_1: I mean, my, uh-

Speaker speaker_0: And you said you received a call from us.

Speaker speaker_1: Every week... Excuse me?

Speaker speaker_0: You say you received a call from-

Speaker speaker_1: I haven't, I haven't received a call, a card or anything from y'all.

Speaker speaker_0: Okay, so let me get, let me get the last four digits of the file so I can pull up your, um-

Speaker speaker_1: Last four digits of my what?

Speaker speaker_0: Social.

Speaker speaker_1: Uh, 6758.

Speaker speaker_0: 565- 56-

Speaker speaker_1: 6- 6758.

Speaker speaker_0: 758. And your first and last name, sir?

Speaker speaker_1: Roger Bell.

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

Speaker speaker_1: Uh, 2445 Amsterdam Drive, Apartment 20- 22065.

Speaker speaker_0: And where is this address located, sir? I just wanna make sure I have the correct one on hand.

Speaker speaker_1: Augusta, Georgia. Augusta, Georgia, 30903.

Speaker speaker_0: Thank you for the information. We have a telephone number on file, 706-750-3482. And your email is RB36747@Gmail.com?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So you, you would like to view I- ID card?

Speaker speaker_1: Yeah, I don't have one from y'all. I got, I, I got my insurance that I go to the doctor with but I don't have a Benefits in a Card. I don't know-

Speaker speaker_0: Look, the card doesn't come directly from us. It comes from your... The carrier, which is APL.

Speaker speaker_1: Yeah. So I don't...

Speaker speaker_0: And-

Speaker speaker_1: I mean, you know, uh, it ain't doing me no good if I got... If I don't have the card, right?

Speaker speaker_0: Okay. So I'm gonna go put you on, in a brief hold and I'm gonna email it to you.

Speaker speaker_1: You're gonna email me the cards?

Speaker speaker_0: Your ID cards. Yes, sir.

Speaker speaker_1: Okay.

Speaker speaker_0: Right? Just bear with me. Mr. Bell?

Speaker speaker_1: Hello?

Speaker speaker_0: Thank you for holding. The ID card will be coming in through your email from INFO at Benefits in a Card. Check your spam and junk mail. It might go there. Allow about a minute or so for you to receive it, sir.

Speaker speaker_1: Okay.

Speaker speaker_0: Right. Is there anything else I can do for you?

Speaker speaker_1: Uh, what does this Benefits in a Card do? What it does, does it help me with my medicine or something?

Speaker speaker_0: We are the administrator for the health insurance. Uh, what we do is, um, administrate the health insurance for MAU. We are not a carrier. What we do is like enroll you, send you an ID card, help you with, uh, the benefits. But the actual carrier is APL and IMA93.

Speaker speaker_1: Yeah, I got those cards that I show the doctor when I go to it. Then the ones that pay the bill, right?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Right?

Speaker speaker_0: Yes, so those, those are the... Yeah, those are the cards.

Speaker speaker_1: Yeah, so what is benefit of the cards for?

Speaker speaker_0: We are the administrator for MAU for the health insurance. That's what we do.

Speaker speaker_1: Okay. Yeah, okay. You're the health, for the, for the health, for my, for the health insurance. Like, what you mean? Like going to the doctor or whatever?

Speaker speaker_0: No, we... No, what we do is help MAU with the enrollment for the employees.

Speaker speaker_1: Okay, but I already done all that. I thought the only thing I needed was probably this card. But at the same time, it's the c- I don't have to show the card when I go to the doctor or nothing, right?

Speaker speaker_0: Well, you don't need a card from us. You need the card if, the card that you need to show your doctor is the one from the carrier, from APL.

Speaker speaker_1: Yeah, okay. Okay. All right.

Speaker speaker_0: Okay?

Speaker speaker_1: Yeah, but I already have that, uh, you know.

Speaker speaker_0: That's the one I'm sending you. That's the one-

Speaker speaker_1: The insurance that I pay, that I pay every week. I pay, it comes out my check. I think it's 20 bucks or so. I, I, I don't know how-

Speaker speaker_0: That's the ID card that I'm emailing to you, sir.

Speaker speaker_1: Okay.

Speaker speaker_0: Right?

Speaker speaker_1: All right.

Speaker speaker_0: Anything else, sir?

Speaker speaker_1: No, that's it.

Speaker speaker_0: All right, thank you for giving us a call today. Have a great rest of the day, sir.

Speaker speaker_1: You too. Bye.