Transcript: Pamela Blanc-5523849575448576-6135872382353408

Full Transcript

Thank you for calling Benefits and a Card. This is Pamela speaking. How may I help you? Um, I received a text from you guys, I guess. Okay. So, we are the administrator for health insurance for staffing agency. Are you currently working for one? I'm working for a staffing agency, yes. Um, so, what does the message said? So I'm able to assist you. Um, it says there was a lapse in coverage in the last one to two weeks due to a missed payroll deduction. Okay, so- Called BIC. And what's the name of the staffing agency you work for, sir? Right now or when, or the last one I worked for? Right now, right now. I work for Tech Systems. Hmm. Because the only reason that you, you will get that text is they... if you were enrolled working for the staffing agency. And if you stop working for a week or you're no longer with them, we're not going to receive- I just- ... premium for you. I just started like two weeks, three weeks ago. Okay. So... And what was the name of the previous one that you was working? Because I'm trying to figure out which one- O- O- Oxford, um, Resources. Okay. So, when you were at Oxford, did you enroll in the health benefits? Yeah. Okay. So that's mostly the reason why. Since you're no longer with Oxford, we don't receive the premium, and that's why you get the text. So your benefits are not active. Okay. Um, are you guessing? Because it sounds like you- No, I'm, I'm- ... either used it for both of those or you- No, I- ... or you're- As I was looking up your file- You know what I mean? Like you were talking about- Yeah. You were talking, you were answering like, like, uh, like you did services for Tech Systems. And then- No. We represent plenty of them, so I was trying to find that name to see if we have them as well. Okay. But I will pull up your file for Oxford, and, um, so we could take it from there. And what's the last four digits of your Social? 5741. Um, 5741-84. Can you first and last name, sir? It's Sean Pratt, P-R-A-T-T. Okay. All right, Mr. Pratt, for security reason, just to make sure we are in the correct file, I need to verify your address and date of birth. Well, hold on. I called you, and I'm not sure exactly who you are. Okay. I completely understand. So, why don't you confirm with me? Yeah, why don't you confirm with me that I don't have someone else speaking halfway here? That we... Okay. So, I completely understand. Now, our policy, I need to, you know, for the security reason and make sure you are the person you say you are, we ver-, we are required to verify. I do have your old information. Um, we do represent Oxford- My, my address is 41... My address is 413 Central Ave in Pawtucket, Rhode Island. All right. So I'm going to meet you halfway. So your date of birth is 6/11/68? 68, yeah. Yeah. Okay. So we have a phone number of 503-397-8820... 80. 80, yep. And your email is sean.pratt40@gmail.com? Correct. Okay. So yes, that's the reason why you received the, um, the text, because we have not received the premium from your employer for this week. But since you're no longer with them, you don't have to worry about it unless you want- Okay. ... to continue with the benefits. No, I've got benefits with the new employer, so. Okay. No problem. You might receive the text, um, next week. You could- Okay. ... um, reply back, uh, "Stop," or

just ignore it. Okay. All right. Anything else I can do for you, Mr. Pratt? No, no, no, no. You were, you were great. Thank you very much for your time. Thank you. Thank you. Have a great rest of the day, sir. You too. All right, bye. All right, bye.

Conversation Format

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

Speaker speaker_1: Um, I received a text from you guys, I guess.

Speaker speaker_0: Okay. So, we are the administrator for health insurance for staffing agency. Are you currently working for one?

Speaker speaker_1: I'm working for a staffing agency, yes.

Speaker speaker_0: Um, so, what does the message said? So I'm able to assist you.

Speaker speaker_1: Um, it says there was a lapse in coverage in the last one to two weeks due to a missed payroll deduction.

Speaker speaker_0: Okay, so-

Speaker speaker_1: Called BIC.

Speaker speaker_0: And what's the name of the staffing agency you work for, sir?

Speaker speaker_1: Right now or when, or the last one I worked for?

Speaker speaker_0: Right now, right now.

Speaker speaker_1: I work for Tech Systems.

Speaker speaker_0: Hmm. Because the only reason that you, you will get that text is they... if you were enrolled working for the staffing agency. And if you stop working for a week or you're no longer with them, we're not going to receive-

Speaker speaker_1: I just-

Speaker speaker_0: ... premium for you.

Speaker speaker_1: I just started like two weeks, three weeks ago.

Speaker speaker_0: Okay. So... And what was the name of the previous one that you was working? Because I'm trying to figure out which one-

Speaker speaker_1: O- O- Oxford, um, Resources.

Speaker speaker_0: Okay. So, when you were at Oxford, did you enroll in the health benefits?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So that's mostly the reason why. Since you're no longer with Oxford, we don't receive the premium, and that's why you get the text. So your benefits are not active.

Speaker speaker_1: Okay. Um, are you guessing? Because it sounds like you-

Speaker speaker_0: No, I'm, I'm-

Speaker speaker_1: ... either used it for both of those or you-

Speaker speaker_0: No, I-

Speaker speaker_1: ... or you're-

Speaker speaker_0: As I was looking up your file-

Speaker speaker_1: You know what I mean? Like you were talking about-

Speaker speaker_0: Yeah.

Speaker speaker_1: You were talking, you were answering like, like, uh, like you did services for Tech Systems. And then-

Speaker speaker_0: No. We represent plenty of them, so I was trying to find that name to see if we have them as well.

Speaker speaker_1: Okay.

Speaker speaker_0: But I will pull up your file for Oxford, and, um, so we could take it from there. And what's the last four digits of your Social?

Speaker speaker_1: 5741.

Speaker speaker_0: Um, 5741-84. Can you first and last name, sir?

Speaker speaker_1: It's Sean Pratt, P-R-A-T-T.

Speaker speaker_0: Okay. All right, Mr. Pratt, for security reason, just to make sure we are in the correct file, I need to verify your address and date of birth.

Speaker speaker_1: Well, hold on. I called you, and I'm not sure exactly who you are.

Speaker speaker_0: Okay. I completely understand.

Speaker speaker_1: So, why don't you confirm with me? Yeah, why don't you confirm with me that I don't have someone else speaking halfway here?

Speaker speaker_0: That we... Okay. So, I completely understand. Now, our policy, I need to, you know, for the security reason and make sure you are the person you say you are, we ver-, we are required to verify. I do have your old information. Um, we do represent Oxford-

Speaker speaker_1: My, my address is 41... My address is 413 Central Ave in Pawtucket, Rhode Island.

Speaker speaker_0: All right. So I'm going to meet you halfway. So your date of birth is 6/11/68?

Speaker speaker_1: 68, yeah.

Speaker speaker_0: Yeah. Okay. So we have a phone number of 503-397-8820... 80.

Speaker speaker_1: 80, yep.

Speaker speaker_0: And your email is sean.pratt40@gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. So yes, that's the reason why you received the, um, the text, because we have not received the premium from your employer for this week. But since you're no longer with them, you don't have to worry about it unless you want-

Speaker speaker_1: Okay.

Speaker speaker_0: ... to continue with the benefits.

Speaker speaker_1: No, I've got benefits with the new employer, so.

Speaker speaker_0: Okay. No problem. You might receive the text, um, next week. You could-

Speaker speaker_1: Okay.

Speaker speaker_0: ... um, reply back, uh, "Stop," or just ignore it.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Anything else I can do for you, Mr. Pratt?

Speaker speaker_1: No, no, no, no. You were, you were great. Thank you very much for your time.

Speaker speaker_0: Thank you. Thank you. Have a great rest of the day, sir.

Speaker speaker_1: You too. All right, bye.

Speaker speaker_0: All right, bye.