

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Hi, Pamela. This is Sabrina. Um, I w- just had a question. Um, I have, uh, insurance benefits now, um, with your company. And that's, it's through work, um, and the, the assignment that, um, I have the insurance through, that is, that work is ending as of this week. So, what I want to do was to check with you all and see if it, is it possible to continue, uh, with this insurance if I just keep paying the premiums, even if the employment ends? Um, okay. So, you could continue the benefits for full week with us, um, paying direct, the direct payment yourself every Monday. Mm-hmm. And, uh, after that, you, it will roll over to COBRA and you will continue with them for ei- 18 months. Uh, some of the plans do not roll over to COBRA, uh, some of them. What was the name of the staffing agency you work for? It's Creative Circle. May I have the last four digits of your Social so I can pull up your file? Sure. 3164. Your first and last name again, please? Sabrina Gilmore. G-I-L-M-O-R-E. Miss Sabrina, 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. Sure. It's 3940 Beach Street, Apartment One, Cincinnati, Ohio 45227. Birthday is 04/08/1971. Thank you for the information. We have a telephone number on file, 617-835-5204, and sabrina@thankyouangels.com is the email, and also sabrinagmore@gmail.com. Yes. Okay. So, let's see here. Sorry, the system's kind of slow. So, this week was your last week? Yes. Um, uh, the employment is set to end on the t-, uh, March 23rd. Okay. So, um, if you want to give us a call on Monday, um, since we don't have access to your payroll, we might not see or receive, uh, next week payment. Mm-hmm. Uh, we will confirm that on Monday. Okay, so call Monday, you said? Yes. And let me see. Let me double check again, um, which of the, the benefits that you have will not roll over to COBRA. Will not? Yes, will not. Um- Okay. Creative Circle. I'm so sorry. The system today is so slow. No problem. Creative Circle. Here. Um, okay. So, the behavioral health and life insurance, group accident, it will not roll over to, to COBRA. Okay. Yes? Yes. I, I think I had a, the last round, um, when I had, um, re-upped my insurance, I think I signed over for a bunch of things, signed up for things I don't need or want, um, and I think that was one of them. Yeah. So those- Um, what that health, health, life insurance. Yeah, the life insurance. Life insurance, I don't, I don't even need that. Um, so life insurance rolls over, and what else would roll over? Won't roll over. The behavioral health, critical illness, group accident. Okay, those list- those that you just listed will or will not? Will not. Will not, okay. Um, okay. And what about the main, um, I don't know what you call it, but just the main medical coverage. Yes. Does that roll over? Yes, the Ensure Plus Enhance, the dental and vision. Vision. So those three roll over? Yes. Amazing. So that's all I, that's what I want is, is just to have those three. Um, so those will roll over. So, when that... I don't know if you, if you can tell me anything about the process. Really, sorry. But what... Oh. I'm so sorry to interrupt you. Technically on our Yeah. I could f- I could, I

could find some information as well because you have the VRX, which is a prescription fund, and I'm not sure about that one. Let me find that information for you about that. Okay, um, I have a work, I have a work call in, like, two minutes. Okay. Um, so I'm just gonna have to call back, but this information that you gave me, this helps a lot. But I'll, I'll call back in a little bit, but appreciate your help. No problem. Thank you for giving us a call. Have a great rest of the day. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, Pamela. This is Sabrina. Um, I w- just had a question. Um, I have, uh, insurance benefits now, um, with your company. And that's, it's through work, um, and the, the assignment that, um, I have the insurance through, that is, that work is ending as of this week. So, what I want to do was to check with you all and see if it, is it possible to continue, uh, with this insurance if I just keep paying the premiums, even if the employment ends?

Speaker speaker_0: Um, okay. So, you could continue the benefits for full week with us, um, paying direct, the direct payment yourself every Monday.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And, uh, after that, you, it will roll over to COBRA and you will continue with them for ei- 18 months. Uh, some of the plans do not roll over to COBRA, uh, some of them. What was the name of the staffing agency you work for?

Speaker speaker_1: It's Creative Circle.

Speaker speaker_0: May I have the last four digits of your Social so I can pull up your file?

Speaker speaker_1: Sure. 3164.

Speaker speaker_0: Your first and last name again, please?

Speaker speaker_1: Sabrina Gilmore. G-I-L-M-O-R-E.

Speaker speaker_0: Miss Sabrina, 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: Sure. It's 3940 Beach Street, Apartment One, Cincinnati, Ohio 45227. Birthday is 04/08/1971.

Speaker speaker_0: Thank you for the information. We have a telephone number on file, 617-835-5204, and sabrina@thankyouangels.com is the email, and also sabrinagilmore@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So, let's see here. Sorry, the system's kind of slow. So, this week was your last week?

Speaker speaker_1: Yes. Um, uh, the employment is set to end on the t-, uh, March 23rd.

Speaker speaker_0: Okay. So, um, if you want to give us a call on Monday, um, since we don't have access to your payroll, we might not see or receive, uh, next week payment.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Uh, we will confirm that on Monday.

Speaker speaker_1: Okay, so call Monday, you said?

Speaker speaker_0: Yes. And let me see. Let me double check again, um, which of the, the benefits that you have will not roll over to COBRA.

Speaker speaker_1: Will not?

Speaker speaker_0: Yes, will not. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: Creative Circle. I'm so sorry. The system today is so slow.

Speaker speaker_1: No problem.

Speaker speaker_0: Creative Circle. Here. Um, okay. So, the behavioral health and life insurance, group accident, it will not roll over to, to COBRA.

Speaker speaker_1: Okay.

Speaker speaker_0: Yes?

Speaker speaker_1: Yes. I, I think I had a, the last round, um, when I had, um, re-upped my insurance, I think I signed over for a bunch of things, signed up for things I don't need or want, um, and I think that was one of them.

Speaker speaker_0: Yeah. So those-

Speaker speaker_1: Um, what that health, health, life insurance.

Speaker speaker_0: Yeah, the life insurance.

Speaker speaker_1: Life insurance, I don't, I don't even need that. Um, so life insurance rolls over, and what else would roll over?

Speaker speaker_0: Won't roll over. The behavioral health, critical illness, group accident.

Speaker speaker_1: Okay, those list- those that you just listed will or will not?

Speaker speaker_0: Will not.

Speaker speaker_1: Will not, okay. Um, okay. And what about the main, um, I don't know what you call it, but just the main medical coverage.

Speaker speaker_0: Yes.

Speaker speaker_1: Does that roll over?

Speaker speaker_0: Yes, the Ensure Plus Enhance, the dental and vision.

Speaker speaker_1: Vision. So those three roll over?

Speaker speaker_0: Yes.

Speaker speaker_1: Amazing. So that's all I, that's what I want is, is just to have those three. Um, so those will roll over. So, when that... I don't know if you, if you can tell me anything about the process.

Speaker speaker_0: Really, sorry.

Speaker speaker_1: But what... Oh.

Speaker speaker_0: I'm so sorry to interrupt you. Technically on our

Speaker speaker_2: Yeah.

Speaker speaker_0: I could f- I could, I could find some information as well because you have the VRX, which is a prescription fund, and I'm not sure about that one. Let me find that information for you about that.

Speaker speaker_1: Okay, um, I have a work, I have a work call in, like, two minutes.

Speaker speaker_0: Okay.

Speaker speaker_1: Um, so I'm just gonna have to call back, but this information that you gave me, this helps a lot. But I'll, I'll call back in a little bit, but appreciate your help.

Speaker speaker_0: No problem. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: You too. Bye-bye.