

Transcript: Pamela

Blanc-5715634369904640-5471305726476288

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Samantha speaking. How may I help you? Hey, I need to find out about continuing coverage. I'm no longer with the company that I was at, that was um, that I had insurance with you all, so I wanted to find out what, uh, continuing coverage would be. Okay. So, um, you are allowed to continue for four weeks with us, making the direct payment, uh, directly, like doing the direct payments through us. Okay. And, um, and then it will roll over to COBRA. You will continue with COBRA up to the 18 months. Okay. Um, the four weeks start after you leave, or, or when? Um, after... You already left? Yes. So it's prob- it's been past four weeks. Oh. Oh, it's been past four weeks? Uh-huh. Okay, so let me pull up your file. That way we'll, I could give you better information. May I have the last- Okay. ... four digits of your Social? 1120. Your first and last name? Joseph Mosley. And what's the name of the staffing agency you work for? Hamilton Riker. Joseph Mosley? All right. And, Mr. Mosley, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? Uh, 32 Catalina Drive, Jackson, Tennessee, 38301, uh, 9/18/64. Okay. And we have a telephone number on file, 731-431-3637. Right. Yeah. So, it's already rolled over into COBRA. What I could do, I could transfer you there or give you their phone number and see if they could help you continue the benefits. Right now- Well, I've already, I've already checked. I just didn't know, uh, they told me I could also call, call you all back, but I didn't know about the four week, um, you know. Oh. Yeah. Yeah. It's only four weeks, yes. Yeah. That's fine. That's fine. All right. That's... Okay, thank you. Anything else? Uh, I never did... Even though I had it with them, I never did use any of it. I never took advantage of any of the... Oh. What I was paying for out of my check each week is, that, that always happens. You pay it, but you never get to use it, and- Yeah. ... you know. So, but anyway, that's not- But I c- I want to believe firmly that I'd rather have it and not use it than needed it and not having it. Well, that's true too. That's true too. But even after, after having it, uh, you should be able to get some benefit, even... I can understand losing the medical. Mm-hmm. But, like, glasses and stuff like that, there should be something offered for that. Yeah. Because medical, anybody can have a different medical situation, but that's money that the insurance was paid, even though the customer did not use it, you know. But anyway, it's fine. It's fine. Yeah. I, I, I understand. Yeah. Thank you. All right. Um, anything else I can do for you, Mr. Mosley? No, no. Thanks. Appreciate it. No problem. Bye. Mm-hmm. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card, this is Samantha speaking. How may I help you?

Speaker speaker_2: Hey, I need to find out about continuing coverage. I'm no longer with the company that I was at, that was um, that I had insurance with you all, so I wanted to find out what, uh, continuing coverage would be.

Speaker speaker_1: Okay. So, um, you are allowed to continue for four weeks with us, making the direct payment, uh, directly, like doing the direct payments through us.

Speaker speaker_2: Okay.

Speaker speaker_1: And, um, and then it will roll over to COBRA. You will continue with COBRA up to the 18 months.

Speaker speaker_2: Okay. Um, the four weeks start after you leave, or, or when?

Speaker speaker_1: Um, after... You already left?

Speaker speaker_2: Yes. So it's prob- it's been past four weeks.

Speaker speaker_1: Oh. Oh, it's been past four weeks?

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Okay, so let me pull up your file. That way we'll, I could give you better information. May I have the last-

Speaker speaker_2: Okay.

Speaker speaker_1: ... four digits of your Social?

Speaker speaker_2: 1120.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Joseph Mosley.

Speaker speaker_1: And what's the name of the staffing agency you work for?

Speaker speaker_2: Hamilton Riker.

Speaker speaker_1: Joseph Mosley? All right. And, Mr. Mosley, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_2: Uh, 32 Catalina Drive, Jackson, Tennessee, 38301, uh, 9/18/64.

Speaker speaker_1: Okay. And we have a telephone number on file, 731-431-3637.

Speaker speaker_2: Right.

Speaker speaker_1: Yeah. So, it's already rolled over into COBRA. What I could do, I could transfer you there or give you their phone number and see if they could help you continue the

benefits. Right now-

Speaker speaker_2: Well, I've already, I've already checked. I just didn't know, uh, they told me I could also call, call you all back, but I didn't know about the four week, um, you know.

Speaker speaker_1: Oh. Yeah.

Speaker speaker_2: Yeah.

Speaker speaker_1: It's only four weeks, yes.

Speaker speaker_2: Yeah. That's fine. That's fine.

Speaker speaker_1: All right.

Speaker speaker_2: That's... Okay, thank you.

Speaker speaker_1: Anything else?

Speaker speaker_2: Uh, I never did... Even though I had it with them, I never did use any of it. I never took advantage of any of the...

Speaker speaker_1: Oh.

Speaker speaker_2: What I was paying for out of my check each week is, that, that always happens. You pay it, but you never get to use it, and-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... you know. So, but anyway, that's not-

Speaker speaker_1: But I c- I want to believe firmly that I'd rather have it and not use it than needed it and not having it.

Speaker speaker_2: Well, that's true too. That's true too. But even after, after having it, uh, you should be able to get some benefit, even... I can understand losing the medical.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: But, like, glasses and stuff like that, there should be something offered for that.

Speaker speaker_1: Yeah.

Speaker speaker_2: Because medical, anybody can have a different medical situation, but that's money that the insurance was paid, even though the customer did not use it, you know. But anyway, it's fine. It's fine.

Speaker speaker_1: Yeah. I, I, I understand. Yeah.

Speaker speaker_2: Thank you.

Speaker speaker_1: All right. Um, anything else I can do for you, Mr. Mosley?

Speaker speaker_2: No, no. Thanks. Appreciate it.

Speaker speaker_1: No problem. Bye.

Speaker speaker_2: Mm-hmm. Bye-bye.