

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 a Car. This is Pamela speaking. How may I help you? Hi, yes, Pamela, I'm trying to find out how much, uh, my insurance payment would be, uh, uh, if I wasn't with Hamilton Riker. Well, in order for you to be, um, enrolled with us or to continue the benefits- Yes, ma'am. ... you will only be allowed to- to- to be with us for four weeks that you're gonna make the direct payment yourself. Okay. And then it will roll over to COBRA. Um, with COBRA- Oh, okay. ... I would not be able to tell you how much will be but I could provide you with their phone number. Okay. As far as I know, it will change a lot on the price. Yeah. But, uh, you could, um, because it's not... it's- it doesn't run like the regular COBRA, um, marketplace. Okay. So if you would like I could give you the phone numbers and you could find out. Yes, please. Yeah, let me- let me get something to write with. Hold on. Just a minute. Mm-hmm. No problem. Okay, I'm ready. That will be 800- Okay. 833- Okay. 4296. 4296. Okay. I appreciate it, Pamela. Thank- thank you so much. You are in. Your option's gonna be option one, 'cause otherwise it's gonna redirect you here. Okay. So say- repeat that last number again please. 833... I mean, I'm sorry. 800-833-4296. Uh-huh. Uh-huh. Option one. Oh, option one. Okay. I'm good to go. Yes. All right. I will- I could go ahead and try and find your file and see when do you gonna start working for Thomas Riker? Well, you know what? Well, you know what? I- I really didn't- I really didn't have any plans of really leaving but if I did leave, I wanted to make sure I didn't have, uh... I wanted to make sure if I left that I had- still had the medical coverage. I was trying to figure something that I could pay for myself. All right. So, like I said, you will have four weeks after you leave the job to make the direct payments yourself. Okay. After those weeks, it'll roll over into COBRA, but you still call them and they could give you an idea, um, uh, how much will be and what will you be able to carry over. Okay. All right. Well, I will- I will definitely give them a call and I appreciate your- your patience and your time. Thank you for giving us a call. Have a great weekend, sir. All right. You do the same now. Thank you. Bye. Bye-bye. 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 Car. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi, yes, Pamela, I'm trying to find out how much, uh, my insurance payment would be, uh, uh, if I wasn't with Hamilton Riker.

Speaker speaker_1: Well, in order for you to be, um, enrolled with us or to continue the benefits-

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: ... you will only be allowed to- to- to be with us for four weeks that you're gonna make the direct payment yourself.

Speaker speaker_2: Okay.

Speaker speaker_1: And then it will roll over to COBRA. Um, with COBRA-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... I would not be able to tell you how much will be but I could provide you with their phone number.

Speaker speaker_2: Okay.

Speaker speaker_1: As far as I know, it will change a lot on the price.

Speaker speaker_2: Yeah.

Speaker speaker_1: But, uh, you could, um, because it's not... it's- it doesn't run like the regular COBRA, um, marketplace.

Speaker speaker_2: Okay.

Speaker speaker_1: So if you would like I could give you the phone numbers and you could find out.

Speaker speaker_2: Yes, please. Yeah, let me- let me get something to write with. Hold on. Just a minute.

Speaker speaker_1: Mm-hmm. No problem.

Speaker speaker_2: Okay, I'm ready.

Speaker speaker_1: That will be 800-

Speaker speaker_2: Okay.

Speaker speaker_1: 833-

Speaker speaker_2: Okay.

Speaker speaker_1: 4296.

Speaker speaker_2: 4296. Okay. I appreciate it, Pamela. Thank- thank you so much.

Speaker speaker_1: You are in. Your option's gonna be option one, 'cause otherwise it's gonna redirect you here.

Speaker speaker_2: Okay. So say- repeat that last number again please.

Speaker speaker_1: 833... I mean, I'm sorry. 800-833-4296.

Speaker speaker_2: Uh-huh. Uh-huh.

Speaker speaker_1: Option one.

Speaker speaker_2: Oh, option one. Okay. I'm good to go.

Speaker speaker_1: Yes.

Speaker speaker_2: All right. I will-

Speaker speaker_1: I could go ahead and try and find your file and see when do you gonna start working for Thomas Riker?

Speaker speaker_2: Well, you know what? Well, you know what? I- I really didn't- I really didn't have any plans of really leaving but if I did leave, I wanted to make sure I didn't have, uh... I wanted to make sure if I left that I had- still had the medical coverage. I was trying to figure something that I could pay for myself.

Speaker speaker_1: All right. So, like I said, you will have four weeks after you leave the job to make the direct payments yourself.

Speaker speaker_2: Okay.

Speaker speaker_1: After those weeks, it'll roll over into COBRA, but you still call them and they could give you an idea, um, uh, how much will be and what will you be able to carry over.

Speaker speaker_2: Okay. All right. Well, I will- I will definitely give them a call and I appreciate your- your patience and your time.

Speaker speaker_1: Thank you for giving us a call. Have a great weekend, sir.

Speaker speaker_2: All right. You do the same now. Thank you. Bye.

Speaker speaker_1: Bye-bye.

Speaker speaker_2: Bye-bye.