

Transcript: Pamela

Blanc-5804644186636288-5052580431052800

Full Transcript

Thank you for..... How may I help you? Hi, um, I'm calling because I wanted to know what, uh, benefits my insurance had. Um, I got it from a staffing agency, called, uh, Surge Staffing. Okay. You said Surge? It's, uh, Surge Staffing. All right, and the last four digits of your social? Uh, 6499. Hmm. Uh-uh-uh, 6499? Yes. And your first and last name? Uh, German, first name, and last name would be Rodriguez. Mr.- It would be German- I understand that. German with a J. Okay. Yeah. Thank you for, um, information. Can you please verify your complete address and date of birth? My, uh, e-mail address? Mm-hmm. Uh, it would be- No, sir, the... Your mailing address- I'm sorry? ... and date of birth. Oh, mailing address, okay. It would be, uh, 516 Harwood Street, Joliet, Illinois. Uh, 60432 would be the ZIP code, and then, um, date of birth would be July 24, 2006. Thank you for the information. We have a telephone number on file, 815-919-1743. Yes. Right, and what is it that you need help with, with the benefits? I, I just wanted to know what the, what benefits I was receiving. Okay, it's a preventive care plan for, um, let's say if you need to go, do, check your cholesterol, diabetes, um, that type of preventive care. Mm-hmm. On the ID card that you received is the telephone number, call MultiPlan. There you will find the providers in network because you have to use- Okay. ... in-network providers. Um, you are responsible to pay for the doctor's visit. The insurance going to cover the actual procedures, and also- Mm-hmm. ... on the card should, it should be, um, a name called FreeRx there. You go- Yeah. ... on their, their website and you create your profile to start using your prescription plan. Oh, okay. Is there like any way to add more stuff to the, to my benefits, or would I have to, like is there, is there a certain procedure I have to do, or? Unfortunately, your open enrollment period already passed, but, um- Okay. ... Surge usually do their open enrollment around August. Okay. So that's when you're going to be able to do changes. I got you. Okay, that makes sense. Okay. All right, anything else I could do for you, sir? I'm sorry? Anything else I could do for you? Uh, that should be it. Thank you so much for your time. I appreciate it. All right, thank you for giving us a call. Have a great rest of the day. Thank you, you too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for..... How may I help you?

Speaker speaker_1: Hi, um, I'm calling because I wanted to know what, uh, benefits my insurance had. Um, I got it from a staffing agency, called, uh, Surge Staffing.

Speaker speaker_0: Okay. You said Surge?

Speaker speaker_1: It's, uh, Surge Staffing.

Speaker speaker_0: All right, and the last four digits of your social?

Speaker speaker_1: Uh, 6499.

Speaker speaker_0: Hmm. Uh-uh-uh, 6499?

Speaker speaker_1: Yes.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Uh, German, first name, and last name would be Rodriguez.

Speaker speaker_0: Mr.-

Speaker speaker_1: It would be German-

Speaker speaker_0: I understand that.

Speaker speaker_1: German with a J.

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah.

Speaker speaker_0: Thank you for, um, information. Can you please verify your complete address and date of birth?

Speaker speaker_1: My, uh, e-mail address?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Uh, it would be-

Speaker speaker_0: No, sir, the... Your mailing address-

Speaker speaker_1: I'm sorry?

Speaker speaker_0: ... and date of birth.

Speaker speaker_1: Oh, mailing address, okay. It would be, uh, 516 Harwood Street, Joliet, Illinois. Uh, 60432 would be the ZIP code, and then, um, date of birth would be July 24, 2006.

Speaker speaker_0: Thank you for the information. We have a telephone number on file, 815-919-1743.

Speaker speaker_1: Yes.

Speaker speaker_0: Right, and what is it that you need help with, with the benefits?

Speaker speaker_1: I, I just wanted to know what the, what benefits I was receiving.

Speaker speaker_0: Okay, it's a preventive care plan for, um, let's say if you need to go, do, check your cholesterol, diabetes, um, that type of preventive care.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: On the ID card that you received is the telephone number, call MultiPlan. There you will find the providers in network because you have to use-

Speaker speaker_1: Okay.

Speaker speaker_0: ... in-network providers. Um, you are responsible to pay for the doctor's visit. The insurance going to cover the actual procedures, and also-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... on the card should, it should be, um, a name called FreeRx there. You go-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... on their, their website and you create your profile to start using your prescription plan.

Speaker speaker_1: Oh, okay. Is there like any way to add more stuff to the, to my benefits, or would I have to, like is there, is there a certain procedure I have to do, or?

Speaker speaker_0: Unfortunately, your open enrollment period already passed, but, um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... Surge usually do their open enrollment around August.

Speaker speaker_1: Okay.

Speaker speaker_0: So that's when you're going to be able to do changes.

Speaker speaker_1: I got you. Okay, that makes sense. Okay.

Speaker speaker_0: All right, anything else I could do for you, sir?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: Anything else I could do for you?

Speaker speaker_1: Uh, that should be it. Thank you so much for your time. I appreciate it.

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

Speaker speaker_1: Thank you, you too. Bye-bye.