

## Transcript: Pamela

**Blanc-5874180185079808-6197692389081088**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... your benefits and a card, this is Pamela speaking. How may I help you? Uh, yes. Um, I'm, uh, just started working with a temp agency, and they gave me this, uh, number to enroll for benefits. Okay, and what's the name of this, um, temp agency you work for? Uh, Partners Personnel in Chula Vista. Okay. Um... What's the last four digits of your Social? 6348. 3648. Your first and last name? Nora Echavarria. You said the last four is 3648? 6348. Right. This is Echavarria-Echavarria. For, for mote- Oh my goodness, I'm so sorry. I'm sorry. For security reasons, can you please verify your complete address and date of birth? 418 and a half, um, 418 1/2 4th Avenue in Chula Vista, 91910. And what was the other question? Your date of birth. Oh, August 17, '66. Thank you for the information. We have a telephone number on file, 619-864-2378, and your email is norritasong@yahoo.com. Correct. Okay. And do you know what plan would you like to enroll to? No, I don't. I d- they didn't give me a website or anything to tell me what, um, plans you have. Okay. If you would like, I could send you a complete guide of- Okay. ... um... Okay, and let me see until was your deadline. Give me one second. So you have until the 4th of December to enroll in the benefit. I'm gonna provide, I'm gonna send you the benefit guide. Okay. Is there a way I can do something online? Can you like send me a link? Yes. Yes. And I can do it from home when I get home? Okay, great. It will be there on the benefit guide all the way at the end. Okay. Um, so when you look up for the email, check your spam and junk mail. It might go there. And- Okay, where would the email be coming from? Um, info@benefitsandcard. Oh, okay. Okay. Check your spam and junk mail. It might go there. And also, the amount that you see under each plan, that's the amount that the insurance gonna cover. Okay. Okay? Um, if you have questions or concerns, just give us a call. We're here from 8:00 AM to 8:00 PM Eastern time, Monday to Friday. Uh, Eastern Time, so that would be 7:00 California time? Yes. Well... Oh, okay, great. That way I can- So, um, we're like three hours different. I think it will be- Oh, you're- ... five, five hour, you're, you're in California- Oh. ... so you're Pacific. Oh, okay. So you, it should be like, um, 5:00 your time. Our time, okay. Okay, then. So, um, I'll look into that and then I'll just re- respond or reply, uh, to the email with what- No problem. And, uh, um... Okay, yeah, to see what plan works best for me. Say like, um, 'cause I know I, I need to have like, um, surgery, so I don't know what plan that would be that I would need, 'cause I, I'd need to have my gallbladder removed eventually, 'cause it's acting up, but they had mentioned to me at the doctor's. Okay. So I don't know what plan that would be I would need. Well, um, in that case, I won't be able to tell you exactly. Okay. But if you want, I could provide you with telephone number with two of the... Um, they are two ladies that work for that carrier and you could let her know which of the plan you're choosing- Mm-hmm. ... that are hospital and emergency, and they will tell you how much it will qu- how much the insurance gonna cover if you would like to before you enroll, if

anything. Oh, yeah. 'Cause it's a outpatient. They said it would be like outpatient, uh, thing. Okay. For their, it will be a, a... I believe in that benefit guide it says something about outpatient surgery on each plan. Oh, okay. Yeah. Okay. So I'll look at it and see what applies to me, what I can, um, which plan would be best for me just for that. And then, um, I'll respond back. And then how... once I do, um, how does that work when I sign up? Do they, do I pay right aw- do they take it from my- Your paycheck. ... out of my account? Through the Partners- Every week from your paycheck. Yes. Oh, okay. Okay. So they... It's a weekly thing. Okay. And then how... Once I sign up, how long does it take before I can use the benefits? Does it take 30 days or? No. Um, the benefits start the following Monday after we receive the first premium from your employer. Oh, okay. So like a week later. Mm-hmm. Or so. Two weeks. Okay. Two to three weeks. Mm-hmm. All right. Uh, we'll go ahead and look into that when, um, when I get home for my email so I can go over it with my husband, see what best plan fits for me. Okay, no problem. All right. Well, thank you. Thank you so much for your help. I appreciate you. All right. Thank you for giving us a call. Have a great rest of the day. And you as well. Bye-bye. Bye.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: ... your benefits and a card, this is Pamela speaking. How may I help you?

Speaker speaker\_2: Uh, yes. Um, I'm, uh, just started working with a temp agency, and they gave me this, uh, number to enroll for benefits.

Speaker speaker\_1: Okay, and what's the name of this, um, temp agency you work for?

Speaker speaker\_2: Uh, Partners Personnel in Chula Vista.

Speaker speaker\_1: Okay. Um... What's the last four digits of your Social?

Speaker speaker\_2: 6348.

Speaker speaker\_1: 3648. Your first and last name?

Speaker speaker\_2: Nora Echavarria.

Speaker speaker\_1: You said the last four is 3648?

Speaker speaker\_2: 6348.

Speaker speaker\_1: Right. This is Echavarri- Echavarria. For, for mote- Oh my goodness, I'm so sorry.

Speaker speaker\_2: I'm sorry.

Speaker speaker\_1: For security reasons, can you please verify your complete address and date of birth?

Speaker speaker\_2: 418 and a half, um, 418 1/2 4th Avenue in Chula Vista, 91910. And what was the other question?

Speaker speaker\_1: Your date of birth.

Speaker speaker\_2: Oh, August 17, '66.

Speaker speaker\_1: Thank you for the information. We have a telephone number on file, 619-864-2378, and your email is norritasong@yahoo.com.

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay. And do you know what plan would you like to enroll to?

Speaker speaker\_2: No, I don't. I d- they didn't give me a website or anything to tell me what, um, plans you have.

Speaker speaker\_1: Okay. If you would like, I could send you a complete guide of-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... um... Okay, and let me see until was your deadline. Give me one second. So you have until the 4th of December to enroll in the benefit. I'm gonna provide, I'm gonna send you the benefit guide.

Speaker speaker\_2: Okay. Is there a way I can do something online? Can you like send me a link?

Speaker speaker\_1: Yes. Yes.

Speaker speaker\_2: And I can do it from home when I get home? Okay, great.

Speaker speaker\_1: It will be there on the benefit guide all the way at the end.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, so when you look up for the email, check your spam and junk mail. It might go there. And-

Speaker speaker\_2: Okay, where would the email be coming from?

Speaker speaker\_1: Um, info@benefitsandcard.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: Okay. Check your spam and junk mail. It might go there. And also, the amount that you see under each plan, that's the amount that the insurance gonna cover.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay? Um, if you have questions or concerns, just give us a call. We're here from 8:00 AM to 8:00 PM Eastern time, Monday to Friday.

Speaker speaker\_2: Uh, Eastern Time, so that would be 7:00 California time?

Speaker speaker\_1: Yes. Well...

Speaker speaker\_2: Oh, okay, great. That way I can-

Speaker speaker\_1: So, um, we're like three hours different. I think it will be-

Speaker speaker\_2: Oh, you're-

Speaker speaker\_1: ... five, five hour, you're, you're in California-

Speaker speaker\_2: Oh.

Speaker speaker\_1: ... so you're Pacific.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: So you, it should be like, um, 5:00 your time.

Speaker speaker\_2: Our time, okay. Okay, then. So, um, I'll look into that and then I'll just re-respond or reply, uh, to the email with what-

Speaker speaker\_1: No problem.

Speaker speaker\_2: And, uh, um... Okay, yeah, to see what plan works best for me. Say like, um, 'cause I know I, I need to have like, um, surgery, so I don't know what plan that would be that I would need, 'cause I, I'd need to have my gallbladder removed eventually, 'cause it's acting up, but they had mentioned to me at the doctor's.

Speaker speaker\_1: Okay.

Speaker speaker\_2: So I don't know what plan that would be I would need.

Speaker speaker\_1: Well, um, in that case, I won't be able to tell you exactly.

Speaker speaker\_2: Okay.

Speaker speaker\_1: But if you want, I could provide you with telephone number with two of the... Um, they are two ladies that work for that carrier and you could let her know which of the plan you're choosing-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... that are hospital and emergency, and they will tell you how much it will qu- how much the insurance gonna cover if you would like to before you enroll, if anything.

Speaker speaker\_2: Oh, yeah. 'Cause it's a outpatient. They said it would be like outpatient, uh, thing.

Speaker speaker\_1: Okay. For their, it will be a, a... I believe in that benefit guide it says something about outpatient surgery on each plan.

Speaker speaker\_2: Oh, okay. Yeah. Okay. So I'll look at it and see what applies to me, what I can, um, which plan would be best for me just for that. And then, um, I'll respond back. And then how... once I do, um, how does that work when I sign up? Do they, do I pay right aw- do

they take it from my-

Speaker speaker\_1: Your paycheck.

Speaker speaker\_2: ... out of my account? Through the Partners-

Speaker speaker\_1: Every week from your paycheck. Yes.

Speaker speaker\_2: Oh, okay. Okay. So they... It's a weekly thing. Okay. And then how...  
Once I sign up, how long does it take before I can use the benefits? Does it take 30 days or?

Speaker speaker\_1: No. Um, the benefits start the following Monday after we receive the first premium from your employer.

Speaker speaker\_2: Oh, okay. So like a week later.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Or so.

Speaker speaker\_1: Two weeks.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Two to three weeks. Mm-hmm.

Speaker speaker\_2: All right. Uh, we'll go ahead and look into that when, um, when I get home for my email so I can go over it with my husband, see what best plan fits for me.

Speaker speaker\_1: Okay, no problem.

Speaker speaker\_2: All right. Well, thank you. Thank you so much for your help. I appreciate you.

Speaker speaker\_1: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_2: And you as well. Bye-bye.

Speaker speaker\_1: Bye.