Transcript: Pamela Blanc-6037154634973184-5939647368183808

Full Transcript

Thank you for calling Benefits , this is Pamela speaking. How may I help you? Yes, ma'am, um, I have insurance through you guys, and I was wanting to get some, uh, ID cards mailed to me, please. What is the staffing agency you work for? Uh, Surge. It's, uh, in Flowery Branch, Georgia. May I have the last four digits of your Social so I can pull up your file? 7993. First and last name, sir? Um, Jason Martin. Mr. Martin, for security reasons and just to make sure we are in the correct file, can you please verify the complete address and date of birth? It's, um, uh, 3547, uh, Gilliland Extension, Gainesville, Georgia 30507. And my birthday is 4/3/84. Okay. So I'm gonna, um... I have a telephone number, um, on file that's 785-09-4881, and your email is jasonz84@yahoo.com? Correct. Okay. So let me put you in a brief hold while I look up the information, sir. Okay. And actually email it to you- Okay. ... uh, while you wait for the physical one. All right. Will that work? Say again? So I'm going to put you in a brief hold- Okay. ... while I pull up the information, and I could get, um... email you the ID card while, while you wait for the physical one. Yeah, no, that's fine. Okay. Just bear with me. And, um, I have another question. Um. Mm-hmm. Can you tell me what my deductible is for, for just, uh, doctor visits? Uh. Or at... Or will it say so on my ID card? No. So, what you have through Surge is the, uh, preventive care plan. Okay. So what it... What the way that plan works is that you are responsible to pay for the doctor's visit, but the insurance gonna be, uh, covering 100% the actual procedures. So... Oh, okay. But it has- What about- On the information that I will be sending you- Okay. ... you're gonna find a phone number and a website. Make sure you use one of those doctors that are in-network. Okay. So that way, the procedures gonna be covered 100%. Okay. Right. Thank you. Um, but um, it's running so slow. All right, bear with me please. Okay. Sir? Yes, ma'am. I'm so sorry that I'm making you wait. It's just that I'm having an issue- It's okay. ... with, um- It's okay. ... the system. So I don't want to make you wait longer. What I'm gonna do, I'm gonna send you the ID card as soon as I can pull it up. Okay. And it will be from info@benefits.inacard. Check your spam and junk mail. It might go there. Give me, like, around five minutes. Okay. And the physical one should be arriving within seven to 10 days, because I see- Okay. ... here it was sent out, but I'm gonna request another one to be sent out to you. Okay, 'cause yeah, I never got any, so that's why I was- No problem. I was weird. I'll go ahead and send that to you, and I also gonna email the digital one. Okay. Work a little bit with the system. Thank you. Sounds good. That's fine. I understand. Okay. Sir? Yeah. Can you hear me, sir? Yes, ma'am. I can hear you fine. Can you hear me now? Yes, I can. Yes, ma'am. Can you hear me now? Yes, I can. You're on mute, though. Oh, okay. Yeah. All right. Can you hear me now? Yes, I can. Now I can hear you. Good. Thank you so much. I've been called many times before and it takes a long time to get someone to actually help me, so. Yeah, no problem at all. Thank you. Hello? Hello? Hello?

Conversation Format

Speaker speaker_0: Thank you for calling Benefits , this is Pamela speaking. How may I help you?

Speaker speaker_1: Yes, ma'am, um, I have insurance through you guys, and I was wanting to get some, uh, ID cards mailed to me, please.

Speaker speaker_0: What is the staffing agency you work for?

Speaker speaker_1: Uh, Surge. It's, uh, in Flowery Branch, Georgia.

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

Speaker speaker_1: 7993.

Speaker speaker_0: First and last name, sir?

Speaker speaker_1: Um, Jason Martin.

Speaker speaker_0: Mr. Martin, for security reasons and just to make sure we are in the correct file, can you please verify the complete address and date of birth?

Speaker speaker_1: It's, um, uh, 3547, uh, Gilliland Extension, Gainesville, Georgia 30507. And my birthday is 4/3/84.

Speaker speaker_0: Okay. So I'm gonna, um... I have a telephone number, um, on file that's 785-09-4881, and your email is jasonz84@yahoo.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. So let me put you in a brief hold while I look up the information, sir.

Speaker speaker_1: Okay.

Speaker speaker_0: And actually email it to you-

Speaker speaker_1: Okay.

Speaker speaker_0: ... uh, while you wait for the physical one.

Speaker speaker_1: All right.

Speaker speaker_0: Will that work?

Speaker speaker_1: Say again?

Speaker speaker_0: So I'm going to put you in a brief hold-

Speaker speaker_1: Okay.

Speaker speaker_0: ... while I pull up the information, and I could get, um... email you the ID card while, while you wait for the physical one.

Speaker speaker_1: Yeah, no, that's fine.

Speaker speaker_0: Okay. Just bear with me.

Speaker speaker_1: And, um, I have another question. Um.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Can you tell me what my deductible is for, for just, uh, doctor visits?

Speaker speaker_0: Uh.

Speaker speaker_1: Or at... Or will it say so on my ID card?

Speaker speaker_0: No. So, what you have through Surge is the, uh, preventive care plan.

Speaker speaker_1: Okay.

Speaker speaker_0: So what it... What the way that plan works is that you are responsible to pay for the doctor's visit, but the insurance gonna be, uh, covering 100% the actual procedures. So...

Speaker speaker_1: Oh, okay.

Speaker speaker_0: But it has-

Speaker speaker_1: What about-

Speaker speaker_0: On the information that I will be sending you-

Speaker speaker_1: Okay.

Speaker speaker_0: ... you're gonna find a phone number and a website. Make sure you use one of those doctors that are in-network.

Speaker speaker_1: Okay.

Speaker speaker_0: So that way, the procedures gonna be covered 100%.

Speaker speaker_1: Okay.

Speaker speaker_0: Right.

Speaker speaker_1: Thank you.

Speaker speaker_0: Um, but um, it's running so slow. All right, bear with me please.

Speaker speaker_1: Okay.

Speaker speaker_0: Sir?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_0: I'm so sorry that I'm making you wait. It's just that I'm having an issue-

Speaker speaker_2: It's okay.

Speaker speaker_0: ... with, um-

Speaker speaker_2: It's okay.

Speaker speaker_0: ... the system. So I don't want to make you wait longer. What I'm gonna do, I'm gonna send you the ID card as soon as I can pull it up.

Speaker speaker_2: Okay.

Speaker speaker_0: And it will be from info@benefits.inacard. Check your spam and junk mail. It might go there. Give me, like, around five minutes.

Speaker speaker_2: Okay.

Speaker speaker_0: And the physical one should be arriving within seven to 10 days, because I see-

Speaker speaker_2: Okay.

Speaker speaker_0: ... here it was sent out, but I'm gonna request another one to be sent out to you.

Speaker speaker_2: Okay, 'cause yeah, I never got any, so that's why I was-

Speaker speaker_0: No problem.

Speaker speaker_2: I was weird.

Speaker speaker_0: I'll go ahead and send that to you, and I also gonna email the digital one.

Speaker speaker_2: Okay.

Speaker speaker_0: Work a little bit with the system. Thank you.

Speaker speaker_2: Sounds good. That's fine. I understand.

Speaker speaker_0: Okay. Sir?

Speaker speaker_2: Yeah.

Speaker speaker_0: Can you hear me, sir?

Speaker speaker_2: Yes, ma'am. I can hear you fine.

Speaker speaker_0: Can you hear me now?

Speaker speaker_2: Yes, I can. Yes, ma'am.

Speaker speaker_0: Can you hear me now?

Speaker speaker_2: Yes, I can. You're on mute, though.

Speaker speaker_0: Oh, okay.

Speaker speaker_2: Yeah.

Speaker speaker_0: All right. Can you hear me now?

Speaker speaker_2: Yes, I can. Now I can hear you.

Speaker speaker_0: Good. Thank you so much. I've been called many times before and it takes a long time to get someone to actually help me, so.

Speaker speaker_2: Yeah, no problem at all.

Speaker speaker_0: Thank you.

Speaker speaker_2: Hello? Hello? Hello?