

Transcript: Pamela

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Full Transcript

Hello, sir. Welcome to On-Track Staffing. This is Pamela speaking. How may I help you? Yes, ma'am. I was calling because my ben- uh, I w- I signed up for y'all insurance and they been taking, uh, taxes out of my check for the insurance and I have yet to receive my insurance card. Okay. So after the benefits become effective, the card takes seven to, um, ten, seven to 10 business days to arrive and also depends on the, um, plan that you have chosen. It might go straight to your email. If you would like, I could check your account and I could let you know if they already were sent out. Uh, yes, can you please do that? Sure. What's the name of the staffing agency you work for? On-Track Staffing. Your first and last name, sir? Marius Whitehead. I need the, um, last four digits of your social security number, sir. 1191. Okay. Mr. Whitehead, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? Yes. Uh, 3954 Autumn Ridge Court, Apartment 302, Memphis, Tennessee 38115. And my birthdate is 04/16/1997. All right. Thank you for the information. Um, we have a telephone number on file, 901-513-7318. Correct. And... Okay. So yes, your benefits bec- are effective. Um, the ID card for your medical is going to go straight to your email from APL. You should be receiving it sometime this week. And then the dental and vision will go straight to your mailing address. You said the dental and the vision? Yes, going to go to your mailing address and then the medical will go to your email. Okay, so w- when I go to the doctor, don't I need a, uh, insurance card to show them for my hea- um, for my medical? You will... You're going to get your ID card from your carrier. It's going to go to your email, mariuswhiteheadjr@gmail.com. That's the address we have. Yes, ma'am. Okay. So it's coming in from info, um... I mean, I'm sorry. It's coming in from APL, American Public Life. Okay. ATL? APL. A as in apple. APL. P as in pe- P as in Peter, Ellis and Larry. Okay. All right? Is there anything else I can do for you, sir? Yes, ma'am. Uh, no, ma'am, not at the moment. So, so, uh, yeah, I'm just trying to get a little understanding Yeah. ... of how you say my, I have dental and vision, that's going to come in the mail, right? Yes, sir. And then you say my, uh, medical is going to come from APL to in my, in my email? Yes, sir. Okay. So, uh, they don't di- so y'all don't send out medical, uh, cards for the, uh, medical? Physical card? Yeah, uh, for the medical, uh, card- I could- ... y'all don't do? I could request a physical one to be sent out to you. It does take seven to 10 business days to arrive. Yes, ma'am. I'm just going to have to request that. All right. No problem. Is there anything else I could do for you, sir? No, ma'am. All right. Thank you for giving us a call today and have a great rest of the day, sir. All right. Thank you. Oh, excuse me. Excuse me. Yes, sir? Um, um, on there, do you have the... Uh, is, is the medical pre-Rx, the vision and dental, right? I cannot hear you now, sir.

Conversation Format

Speaker speaker_0: Hello, sir. Welcome to On-Track Staffing. This is Pamela speaking. How may I help you?

Speaker speaker_1: Yes, ma'am. I was calling because my ben- uh, I w- I signed up for y'all insurance and they been taking, uh, taxes out of my check for the insurance and I have yet to receive my insurance card.

Speaker speaker_0: Okay. So after the benefits become effective, the card takes seven to, um, ten, seven to 10 business days to arrive and also depends on the, um, plan that you have chosen. It might go straight to your email. If you would like, I could check your account and I could let you know if they already were sent out.

Speaker speaker_1: Uh, yes, can you please do that?

Speaker speaker_0: Sure. What's the name of the staffing agency you work for?

Speaker speaker_1: On-Track Staffing.

Speaker speaker_0: Your first and last name, sir?

Speaker speaker_1: Marius Whitehead.

Speaker speaker_0: I need the, um, last four digits of your social security number, sir.

Speaker speaker_1: 1191.

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

Speaker speaker_1: Yes. Uh, 3954 Autumn Ridge Court, Apartment 302, Memphis, Tennessee 38115. And my birthdate is 04/16/1997.

Speaker speaker_0: All right. Thank you for the information. Um, we have a telephone number on file, 901-513-7318.

Speaker speaker_1: Correct.

Speaker speaker_0: And... Okay. So yes, your benefits bec- are effective. Um, the ID card for your medical is going to go straight to your email from APL. You should be receiving it sometime this week. And then the dental and vision will go straight to your mailing address.

Speaker speaker_1: You said the dental and the vision?

Speaker speaker_0: Yes, going to go to your mailing address and then the medical will go to your email.

Speaker speaker_1: Okay, so w- when I go to the doctor, don't I need a, uh, insurance card to show them for my hea- um, for my medical?

Speaker speaker_0: You will... You're going to get your ID card from your carrier. It's going to go to your email, mariuswhiteheadjr@gmail.com. That's the address we have.

Speaker speaker_1: Yes, ma'am. Okay.

Speaker speaker_0: So it's coming in from info, um... I mean, I'm sorry. It's coming in from APL, American Public Life.

Speaker speaker_1: Okay. ATL?

Speaker speaker_0: APL. A as in apple.

Speaker speaker_1: APL.

Speaker speaker_0: P as in pe- P as in Peter, Ellis and Larry.

Speaker speaker_1: Okay.

Speaker speaker_0: All right? Is there anything else I can do for you, sir?

Speaker speaker_1: Yes, ma'am. Uh, no, ma'am, not at the moment. So, so, uh, yeah, I'm just trying to get a little understanding

Speaker speaker_2: Yeah.

Speaker speaker_1: ... of how you say my, I have dental and vision, that's going to come in the mail, right?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: And then you say my, uh, medical is going to come from APL to in my, in my email?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. So, uh, they don't di- so y'all don't send out medical, uh, cards for the, uh, medical?

Speaker speaker_0: Physical card?

Speaker speaker_1: Yeah, uh, for the medical, uh, card-

Speaker speaker_0: I could-

Speaker speaker_1: ... y'all don't do?

Speaker speaker_0: I could request a physical one to be sent out to you. It does take seven to 10 business days to arrive.

Speaker speaker_1: Yes, ma'am. I'm just going to have to request that.

Speaker speaker_0: All right. No problem. Is there anything else I could do for you, sir?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: All right. Thank you for giving us a call today and have a great rest of the day, sir.

Speaker speaker_1: All right. Thank you. Oh, excuse me.

Speaker speaker_0: Excuse me. Yes, sir?

Speaker speaker_1: Um, um, on there, do you have the... Uh, is, is the medical pre-Rx, the vision and dental, right?

Speaker speaker_0: I cannot hear you now, sir.