

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hey, uh, so I'm looking to do that open enrollment for, uh, insurance. Okay, and who do you work for, sir? I work for Hamilton Reicher. Hamilton Reicher? Okay. May I have the last four digits of the Social? Uh, the last four of the Social? Yes. It's 0620. 0620. And you say Hamilton Reicher School? Yes. And your first and last name? Charles Johnson. Okay, Mr. Johnson- Welcome to Hamilton. ... for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. All right, so date of birth is 2/20/02 and the complete address is 30 County Road 253, Glen, Mississippi 38846. Thank you. All right, we have the phone number 662-643-1573. Yes. And email is truckj0220 at gmail.com. Yes. And what would you like to enroll to, sir? Um, the VIP Classic. Okay. Is this for employee only? Uh, this is gonna be employee and spouse. Okay. Um, anything else besides that? I don't think so. Okay. So the benefits will be active the following Monday after we receive the first premium from your employer. ID cards take seven to ten business days to arrive after benefits are active. Now I'm going to need your spouse information. Her first name? Uh, you said what information? Your spouse. Uh, that is Sarah-Cate, S-A-R-A-H hyphen C-A-T-E. And do you have her Social? I do not. That's, that's okay. And her date of birth? Uh, September 29th, 2003. All right. So we have Sarah. Okay. So whenever you get a chance, you could call us back with her Social. Okay. Okay. Is there anything else I could, I could help you with? Well, if you, if you can stay on the line and I, I can text it to you real quick. That's okay. Uh, she's texting it over right now. No problem. That's going to be 425- Hold on. ... 95- Hold on. Let me go to that page again. Alrighty. Right. Go ahead. Starting over, that's going to be 425-95-1792. All right. Thank you for that information. All right. Um, so we got Sarah. So her information is in. And like I said, the benefits will start the following Monday after we receive the first premium from your employer. Now the plan that you enrolled to, if they do not send, um, physical card, you will receive it from, um, a digital card to your email from the carrier. Uh, but if you need- Excuse me. Hold on. Sorry. I, I was supposed, I was supposed to ask a question. Um, so what's the, uh, the copay on that? What's the percentage? Okay. These insurance do not have copay. They already have a set amount that they're going to pay. Anything above that amount will be your spouse. I mean, sorry, will be your responsibility. You got the benefit guide? Okay, yep. Um, I got it emailed. Okay. Under each plan, their amount that you see under there, that's the amount that the insurance gonna cover for the procedures that are listed there on the left hand side. Yep, I, I s- I saw it. Um... Shoot. I'm not going to be able to talk to you again if I, if I hang up and talk it over with my lady. Mm-hmm. You could if you want to. Let me see here. You have... You still have until the 31st to do any changes or enroll, I mean, to do changes, but you could cancel at any time. If you want, you could go

ahead and spoke to her, give us a call back. You could ask for me. My name is Pamela. Or any of- Pamela? Yeah. Any of my peer will be able to assist you if you want to make changes or cancel. Or if you want, I just not enroll you today and then when you, um, talk it over with your spouse you could give us a call back and enroll. Um, go ahead and enroll and then that'll be all said and done and then I'll talk to her and see, see what goes on. Okay, no problem. I went ahead and did that. Um, so like I say, you still have until the 31st to do any changes. Okay. Okay, I appreciate ya. All right, thank you for giving us a call. Have a great rest of the day, sir.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: ... you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hey, uh, so I'm looking to do that open enrollment for, uh, insurance.

Speaker speaker_1: Okay, and who do you work for, sir?

Speaker speaker_2: I work for Hamilton Reicher.

Speaker speaker_1: Hamilton Reicher? Okay. May I have the last four digits of the Social?

Speaker speaker_2: Uh, the last four of the Social?

Speaker speaker_1: Yes.

Speaker speaker_2: It's 0620.

Speaker speaker_1: 0620. And you say Hamilton Reicher School?

Speaker speaker_2: Yes.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Charles Johnson.

Speaker speaker_1: Okay, Mr. Johnson-

Speaker speaker_2: Welcome to Hamilton.

Speaker speaker_1: ... for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_2: All right, so date of birth is 2/20/02 and the complete address is 30 County Road 253, Glen, Mississippi 38846.

Speaker speaker_1: Thank you. All right, we have the phone number 662-643-1573.

Speaker speaker_2: Yes.

Speaker speaker_1: And email is truckj0220 at gmail.com.

Speaker speaker_2: Yes.

Speaker speaker_1: And what would you like to enroll to, sir?

Speaker speaker_2: Um, the VIP Classic.

Speaker speaker_1: Okay. Is this for employee only?

Speaker speaker_2: Uh, this is gonna be employee and spouse.

Speaker speaker_1: Okay. Um, anything else besides that?

Speaker speaker_2: I don't think so.

Speaker speaker_1: Okay. So the benefits will be active the following Monday after we receive the first premium from your employer. ID cards take seven to ten business days to arrive after benefits are active. Now I'm going to need your spouse information. Her first name?

Speaker speaker_2: Uh, you said what information?

Speaker speaker_1: Your spouse.

Speaker speaker_2: Uh, that is Sarah-Cate, S-A-R-A-H hyphen C-A-T-E.

Speaker speaker_1: And do you have her Social?

Speaker speaker_2: I do not.

Speaker speaker_1: That's, that's okay. And her date of birth?

Speaker speaker_2: Uh, September 29th, 2003.

Speaker speaker_1: All right. So we have Sarah. Okay. So whenever you get a chance, you could call us back with her Social.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Is there anything else I could, I could help you with?

Speaker speaker_2: Well, if you, if you can stay on the line and I, I can text it to you real quick.

Speaker speaker_1: That's okay.

Speaker speaker_2: Uh, she's texting it over right now.

Speaker speaker_1: No problem.

Speaker speaker_2: That's going to be 425-

Speaker speaker_1: Hold on.

Speaker speaker_2: ... 95-

Speaker speaker_1: Hold on. Let me go to that page again.

Speaker speaker_2: Alrighty.

Speaker speaker_1: Right. Go ahead.

Speaker speaker_2: Starting over, that's going to be 425-95-1792.

Speaker speaker_1: All right. Thank you for that information. All right. Um, so we got Sarah. So her information is in. And like I said, the benefits will start the following Monday after we receive the first premium from your employer. Now the plan that you enrolled to, if they do not send, um, physical card, you will receive it from, um, a digital card to your email from the carrier. Uh, but if you need-

Speaker speaker_2: Excuse me. Hold on.

Speaker speaker_1: Sorry.

Speaker speaker_2: I, I was supposed, I was supposed to ask a question. Um, so what's the, uh, the copay on that? What's the percentage?

Speaker speaker_1: Okay. These insurance do not have copay. They already have a set amount that they're going to pay. Anything above that amount will be your spouse. I mean, sorry, will be your responsibility. You got the benefit guide?

Speaker speaker_2: Okay, yep. Um, I got it emailed.

Speaker speaker_1: Okay. Under each plan, their amount that you see under there, that's the amount that the insurance gonna cover for the procedures that are listed there on the left hand side.

Speaker speaker_2: Yep, I, I s- I saw it. Um... Shoot. I'm not going to be able to talk to you again if I, if I hang up and talk it over with my lady.

Speaker speaker_1: Mm-hmm. You could if you want to. Let me see here. You have... You still have until the 31st to do any changes or enroll, I mean, to do changes, but you could cancel at any time. If you want, you could go ahead and spoke to her, give us a call back. You could ask for me. My name is Pamela. Or any of-

Speaker speaker_2: Pamela?

Speaker speaker_1: Yeah. Any of my peer will be able to assist you if you want to make changes or cancel. Or if you want, I just not enroll you today and then when you, um, talk it over with your spouse you could give us a call back and enroll.

Speaker speaker_2: Um, go ahead and enroll and then that'll be all said and done and then I'll talk to her and see, see what goes on.

Speaker speaker_1: Okay, no problem. I went ahead and did that. Um, so like I say, you still have until the 31st to do any changes.

Speaker speaker_2: Okay. Okay, I appreciate ya.

Speaker speaker_1: All right, thank you for giving us a call. Have a great rest of the day, sir.