

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits TeleCard, this is Pamela speaking. How can I help you? Uh, yes, I was calling to make a payment. And who do you work for, sir? Uh, BGSS. Can I have the last four digits of your Social? 10, 12. Your first and last name? Darnell Owens. Mr. Owens, 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. 11-13-1992. 6108 Abrams Road, Apartment 511, Dallas, Texas, 75231. Thank you. Thank you for the information. We have a telephone number on file, 601-691-0959, and your email is your first name, last name, 4456? Yes. Okay, and are we using your mailing address as the billing address? Yes. Okay. One second. May I have, uh... Darnell. Sorry. Hello? Yes, I'm here. Hm, I'm ready for the- the card whenever you are. Okay. Um, and when am I gonna be able to get my- use my benefits? I need to make a doctor's appointment and I don't have a card or anything. You will- you will be able to use them right away. Okay. And I could email you an ID card. Yeah, that- that- that could work and I'm- and I'm pretty much... What plan do I have? Do I have- I can go pretty much anywhere and not pay a deductible, nothing like that, or what? Well, these are not like major insurance. These have already a set amount. If they're gonna pay anything above that amount will be your responsibility. So how much... What's the set amount? What's the set amount? Hmm, you have the VIP Plus. You said what? I'm getting the information, sir. Okay. Give me one second. So the plan you have should be VIP Plus. Um, if you go to your doctor's office, uh, the insurance gonna cover \$100 towards the visit, um, and you have four visits per year. And then what about medication? Um, you will pay \$10, \$20 and \$30 depend on the medication. Okay, and y- you said that they'll charge, I mean, they pay \$100 and I pay the rest on the- on the doctor visit? Yes. So, pretty much... What I... I mean how much does the doctor visit? I thought it was like a copay or \$50. Uh, no answer. These are not like the major insurance, sir. So basically I- this is really not good, really. Not how, uh... Excuse me? Yeah, so basically this is not really a good insurance. Well, this is like the hospital indemnity. It's just a limited insurance. It's limited insurance? Yes, sir. This is pretty much like a weekly basic insurance. Weekly that you pay, weekly that you are covered. That's how the insurance through the staffing agency work. Oh, okay. So, um, besides the, um, besides the, uh, doctor visit, um, you... I was gonna say is the medication, I just... It- it doesn't matter how high it is, I just would pay \$10, \$20 or \$30? Depends on the prescription, sir. Yeah. I'm saying it's... but it doesn't matter if it's five- 500. I said this is a \$30 maximum, right? I do not have that information. I could provide you with the phone number for our pharmacy, and they will be able to tell you. If you have the specific name of the medication, they will be able to tell you how much the insurance gonna or how much it's going to be. Okay. Yeah, can I get their number then? It's 800- Yes. ... 933- Nine what? ... 7334. 9-3- what? 9-3-3? Yeah, 3734. Hold on. One second. Hold on. My- my... just one second here. 800-933... 37. Hello? 3784? 34. 3734. 3-4. Okay.

We here until eight o'clock Eastern Time. If you want to go back after you find all the information to make the payment, or would you like to make the payment- Okay. ... today? Uh, yeah, let me call them real quick and see, because I- I mean it'd be pointless trying to... Uh. No problem. Let me see. Hold on, hold on, give me one second. Give me one second. Uh... And how much is- how much is it due right now? Let me go back to that page, sir. There. Our system a little slow today. Okay, so the VIP Plus is... Hold on. It's this thing here. VIP Plus for an employee only se- is \$29.74. Okay. Hello? Yeah, hey. I'm trying to, um, get my card information. I get you. Uh... Well, let me call them real quick and then I'll call you guys back and make a payment. No problem. All right, thank you. Bye.

Conversation Format

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

Speaker speaker_1: Uh, yes, I was calling to make a payment.

Speaker speaker_0: And who do you work for, sir?

Speaker speaker_1: Uh, BGSS.

Speaker speaker_0: Can I have the last four digits of your Social?

Speaker speaker_1: 10, 12.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Darnell Owens.

Speaker speaker_0: Mr. Owens, 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_1: 11-13-1992. 6108 Abrams Road, Apartment 511, Dallas, Texas, 75231.

Speaker speaker_0: Thank you. Thank you for the information. We have a telephone number on file, 601-691-0959, and your email is your first name, last name, 4456?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, and are we using your mailing address as the billing address?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. One second. May I have, uh... Darnell. Sorry.

Speaker speaker_1: Hello?

Speaker speaker_0: Yes, I'm here. Hm, I'm ready for the- the card whenever you are.

Speaker speaker_1: Okay. Um, and when am I gonna be able to get my- use my benefits? I need to make a doctor's appointment and I don't have a card or anything.

Speaker speaker_0: You will- you will be able to use them right away.

Speaker speaker_1: Okay.

Speaker speaker_0: And I could email you an ID card.

Speaker speaker_1: Yeah, that- that- that could work and I'm- and I'm pretty much... What plan do I have? Do I have- I can go pretty much anywhere and not pay a deductible, nothing like that, or what?

Speaker speaker_0: Well, these are not like major insurance. These have already a set amount. If they're gonna pay anything above that amount will be your responsibility.

Speaker speaker_1: So how much... What's the set amount? What's the set amount?

Speaker speaker_0: Hmm, you have the VIP Plus.

Speaker speaker_1: You said what?

Speaker speaker_0: I'm getting the information, sir.

Speaker speaker_1: Okay.

Speaker speaker_0: Give me one second. So the plan you have should be VIP Plus. Um, if you go to your doctor's office, uh, the insurance gonna cover \$100 towards the visit, um, and you have four visits per year.

Speaker speaker_1: And then what about medication?

Speaker speaker_0: Um, you will pay \$10, \$20 and \$30 depend on the medication.

Speaker speaker_1: Okay, and y- you said that they'll charge, I mean, they pay \$100 and I pay the rest on the- on the doctor visit?

Speaker speaker_0: Yes.

Speaker speaker_1: So, pretty much... What I... I mean how much does the doctor visit? I thought it was like a copay or \$50.

Speaker speaker_0: Uh, no answer. These are not like the major insurance, sir.

Speaker speaker_1: So basically I- this is really not good, really.

Speaker speaker_0: Not how, uh... Excuse me?

Speaker speaker_1: Yeah, so basically this is not really a good insurance.

Speaker speaker_0: Well, this is like the hospital indemnity. It's just a limited insurance.

Speaker speaker_1: It's limited insurance?

Speaker speaker_0: Yes, sir. This is pretty much like a weekly basic insurance. Weekly that you pay, weekly that you are covered. That's how the insurance through the staffing agency work.

Speaker speaker_1: Oh, okay. So, um, besides the, um, besides the, uh, doctor visit, um, you... I was gonna say is the medication, I just... It- it doesn't matter how high it is, I just would pay \$10, \$20 or \$30?

Speaker speaker_0: Depends on the prescription, sir.

Speaker speaker_1: Yeah. I'm saying it's... but it doesn't matter if it's five- 500. I said this is a \$30 maximum, right?

Speaker speaker_0: I do not have that information. I could provide you with the phone number for our pharmacy, and they will be able to tell you. If you have the specific name of the medication, they will be able to tell you how much the insurance gonna or how much it's going to be.

Speaker speaker_1: Okay. Yeah, can I get their number then?

Speaker speaker_0: It's 800-

Speaker speaker_1: Yes.

Speaker speaker_0: ... 933-

Speaker speaker_1: Nine what?

Speaker speaker_0: ... 7334.

Speaker speaker_1: 9-3- what? 9-3-3?

Speaker speaker_0: Yeah, 3734.

Speaker speaker_1: Hold on. One second. Hold on. My- my... just one second here. 800-933...

Speaker speaker_0: 37.

Speaker speaker_1: Hello? 3784?

Speaker speaker_0: 34. 3734.

Speaker speaker_1: 3-4. Okay.

Speaker speaker_0: We here until eight o'clock Eastern Time. If you want to go back after you find all the information to make the payment, or would you like to make the payment-

Speaker speaker_1: Okay.

Speaker speaker_0: ... today?

Speaker speaker_1: Uh, yeah, let me call them real quick and see, because I- I mean it'd be pointless trying to... Uh.

Speaker speaker_0: No problem.

Speaker speaker_1: Let me see. Hold on, hold on, give me one second. Give me one second. Uh... And how much is- how much is it due right now?

Speaker speaker_0: Let me go back to that page, sir. There. Our system a little slow today. Okay, so the VIP Plus is... Hold on. It's this thing here. VIP Plus for an employee only se- is \$29.74.

Speaker speaker_1: Okay.

Speaker speaker_0: Hello?

Speaker speaker_1: Yeah, hey. I'm trying to, um, get my card information. I get you. Uh... Well, let me call them real quick and then I'll call you guys back and make a payment.

Speaker speaker_0: No problem.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: Bye.