

Transcript: Pamela

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Full Transcript

Thank you for calling Management Center of Colorado. This is Pamela speaking. How may I help you? Yes, hi. So I have, um... So my, so my agency, they, they switched me to this program, to this insurance that I have no clue what it is. And you know, where I stand and whatever. So I have an appointment tomorrow night. I just wanna know what- what are the benefits, what am I... If you've m- like you can maybe send me a- a card through email so I can pa- send to my- to my doctor, or... All right. Who do you work for, ma'am? Um, HCHDH. Let me see, what the hell is this email address? I do everything through email, so ain't that a spectacular? Um, the hell is this? It's the, uh, HCG? H, HC. Um, H... I'm gonna figure out my fucking name, having me at about losing it. Oh, it's CHG, I think it is. Listen, to me, I- I- I do this all through email. I've never met nobody from this agency. Let's put it to you that way. So- I, um... But for me to be able to help you find your file- Yeah. ... I'd... Yeah, yeah. What is the... Let me just see. I know. Mm. It's GHD. HG? Can you repeat that for me, please? G as in goat, H as in hand, G as in go. And the last four digits of your social? 2670. 5 seconds. And what is your first and last name? I- I don't know. What'd you say? I'm sorry. Your first and last name? Magdalena Rosales Rodriguez. Tell me something. One second. Magdalena. Mm-hmm. Nothing coming up at all. Let's see. There's AG. I don't have any, um... I'm trying to see if I have any, um, staffing agencies with- You know what? That- ... the letters- ... lady that sent me the email, her name is Maria Querembo, and it says northstaffing.com. Maybe that is the difference. Uh-huh. N-O-O-R and then staffing.com. Okay. All right, now E-S N-O-R. Let's see. Can you repeat your, the last four digits? I'm sorry. It's 2670. It's okay. When did you start working for Noor? Girl. You know I love you. Been working for them for a long time, for like a year. Because, um, we just... They just switched to us and I don't have the file. We can go ahead and create one, um, but I don't have it. They sent me an email that they switched me to you guys. Yeah. Mm-hmm. That's why I'm calling. Tomorrow I have an appointment and I'm lost. Like... So you mean to tell me that I don't have insurance right now? No. I mean, I don't wanna say that. It might not be in the system yet. I'm not sure. Let me put you on hold while look up some more information. Okay. It says that it was transferred over February 3rd. If that helps. Okay. Thank you. Mm-hmm. Georgia Vega? Si. Okay. I have been looking for your file and I cannot find it. I try different ways. Um... Magdalena is like, it's a Spanish name, right? Yes. I'm just trying to make sure I'm not sp- um, spelling it wrong. That's okay. And I looked through ASG, looking for your file, and I cannot find it. Um, and at what time is your appointment tomorrow? At nine o'clock in the morning. And it says over here, it says, "New coverage will take effect February 1st." Okay. So, do you mind if I look you up on your old Social Security? Sometimes it does come up like that, um- Yeah. No, that's fine. ... let me see. ASG. You ready? Give me one second. Let me go to the... There. It says, "You will receive your-" Go ahead. "... ID card within seven to ten business after their effective date." Okay,

142- 142- ... 66. 2670. ... 670. All right. Let's see. Does that take it? I think I found you, but let's see. Still not there. Okay, I found you. So let me see if they, uh, have the ID cards available. If I don't have the ID, ID cards available, I might have, um, a policy, all right? I'm going to put you in with an info again, and I'm sorry. Oh, no. That's fine. I found your file which is good. Okay, good. Thank you. All right. Can you guys... Hello? Hello? Okay. So, I have your medical and dental card available. The only one that I don't have available is your vision card. Listen, right now, I don't... I do, because I'm almost blind, but right now, all I need is the medical for tomorrow. Do you think you can email me that? Okay, okay. I, um, I send it to the email we have on file, mrosario1876@gmail.com. And just to double-check, we have the address 219 North Lincoln Street, Scranton, Pennsylvania 18504. Yes. Yes. Okay, and then... Is it, um... Let me see here. Is the number that you're calling a good number to reach you? Yes. Because we don't have a phone number for you. All right. Yeah. 570-921-2832. So, well, I'm going to see. I'm going to make a note for myself to check on the ID card for tomorrow for the vision, and if I'm able to pull it up, I will go ahead and email it to you. So the, um, email that I just sent is coming in from info@benefitsInacard. Check your spam and junk mail, it might go there. No, I have it. It says APL, American Public Life? Yes. Yes, I have them. So, next time you give us a call, um, you work for Nora. Okay. That's a staff name. Okay? Okay. That will be easier to find you. Okay. All right? All right. Okay, thank you so much. Anything else? No problem. Anything else I can do for you? No, mama. Thank you so much. Okay. Bye-bye. Say bye now. Okay. Okay, bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Management Center of Colorado. This is Pamela speaking. How may I help you?

Speaker speaker_1: Yes, hi. So I have, um... So my, so my agency, they, they switched me to this program, to this insurance that I have no clue what it is. And you know, where I stand and whatever. So I have an appointment tomorrow night. I just wanna know what- what are the benefits, what am I... If you've m- like you can maybe send me a- a card through email so I can pa- send to my- to my doctor, or...

Speaker speaker_0: All right. Who do you work for, ma'am?

Speaker speaker_1: Um, HCHDH.

Speaker speaker_0: Let me see, what the hell is this email address?

Speaker speaker_1: I do everything through email, so ain't that a spectacular? Um, the hell is this? It's the, uh, HCG? H, HC. Um, H... I'm gonna figure out my fucking name, having me at about losing it. Oh, it's CHG, I think it is. Listen, to me, I- I- I do this all through email. I've never met nobody from this agency. Let's put it to you that way. So-

Speaker speaker_0: I, um... But for me to be able to help you find your file-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... I'd... Yeah, yeah. What is the... Let me just see.

Speaker speaker_1: I know. Mm. It's GHD.

Speaker speaker_0: HG? Can you repeat that for me, please?

Speaker speaker_1: G as in goat, H as in hand, G as in go.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: 2670. 5 seconds.

Speaker speaker_0: And what is your first and last name?

Speaker speaker_1: I- I don't know. What'd you say? I'm sorry.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Magdalena Rosales Rodriguez.

Speaker speaker_0: Tell me something. One second. Magdalena.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Nothing coming up at all. Let's see. There's AG. I don't have any, um... I'm trying to see if I have any, um, staffing agencies with-

Speaker speaker_1: You know what? That-

Speaker speaker_0: ... the letters-

Speaker speaker_1: ... lady that sent me the email, her name is Maria Querembo, and it says northstaffing.com. Maybe that is the difference.

Speaker speaker_0: Uh-huh.

Speaker speaker_1: N-O-O-R and then staffing.com.

Speaker speaker_0: Okay. All right, now E-S N-O-R. Let's see. Can you repeat your, the last four digits? I'm sorry.

Speaker speaker_1: It's 2670. It's okay.

Speaker speaker_0: When did you start working for Noor?

Speaker speaker_1: Girl.

Speaker speaker_0: You know I love you.

Speaker speaker_1: Been working for them for a long time, for like a year.

Speaker speaker_0: Because, um, we just... They just switched to us and I don't have the file. We can go ahead and create one, um, but I don't have it.

Speaker speaker_1: They sent me an email that they switched me to you guys.

Speaker speaker_0: Yeah. Mm-hmm.

Speaker speaker_1: That's why I'm calling. Tomorrow I have an appointment and I'm lost. Like... So you mean to tell me that I don't have insurance right now?

Speaker speaker_0: No. I mean, I don't wanna say that. It might not be in the system yet. I'm not sure. Let me put you on hold while look up some more information.

Speaker speaker_1: Okay. It says that it was transferred over February 3rd.

Speaker speaker_0: If that helps.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_0: Mm-hmm.

Speaker speaker_3: Georgia Vega?

Speaker speaker_4: Si.

Speaker speaker_0: Okay. I have been looking for your file and I cannot find it. I try different ways. Um... Magdalena is like, it's a Spanish name, right?

Speaker speaker_4: Yes.

Speaker speaker_0: I'm just trying to make sure I'm not sp- um, spelling it wrong.

Speaker speaker_4: That's okay.

Speaker speaker_0: And I looked through ASG, looking for your file, and I cannot find it. Um, and at what time is your appointment tomorrow?

Speaker speaker_1: At nine o'clock in the morning. And it says over here, it says, "New coverage will take effect February 1st."

Speaker speaker_0: Okay. So, do you mind if I look you up on your old Social Security? Sometimes it does come up like that, um-

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

Speaker speaker_0: ... let me see. ASG.

Speaker speaker_1: You ready?

Speaker speaker_0: Give me one second. Let me go to the... There.

Speaker speaker_1: It says, "You will receive your-"

Speaker speaker_0: Go ahead.

Speaker speaker_1: "... ID card within seven to ten business after their effective date." Okay, 142-

Speaker speaker_0: 142-

Speaker speaker_1: ... 66. 2670.

Speaker speaker_0: ... 670. All right. Let's see.

Speaker speaker_1: Does that take it?

Speaker speaker_0: I think I found you, but let's see. Still not there. Okay, I found you. So let me see if they, uh, have the ID cards available. If I don't have the ID, ID cards available, I might have, um, a policy, all right? I'm going to put you in with an info again, and I'm sorry.

Speaker speaker_1: Oh, no. That's fine.

Speaker speaker_0: I found your file which is good.

Speaker speaker_1: Okay, good. Thank you.

Speaker speaker_0: All right.

Speaker speaker_1: Can you guys... Hello?

Speaker speaker_0: Hello? Okay. So, I have your medical and dental card available. The only one that I don't have available is your vision card.

Speaker speaker_1: Listen, right now, I don't... I do, because I'm almost blind, but right now, all I need is the medical for tomorrow. Do you think you can email me that?

Speaker speaker_0: Okay, okay. I, um, I send it to the email we have on file, mrosario1876@gmail.com. And just to double-check, we have the address 219 North Lincoln Street, Scranton, Pennsylvania 18504.

Speaker speaker_1: Yes. Yes.

Speaker speaker_0: Okay, and then... Is it, um... Let me see here. Is the number that you're calling a good number to reach you?

Speaker speaker_1: Yes.

Speaker speaker_0: Because we don't have a phone number for you. All right.

Speaker speaker_1: Yeah. 570-921-2832.

Speaker speaker_0: So, well, I'm going to see. I'm going to make a note for myself to check on the ID card for tomorrow for the vision, and if I'm able to pull it up, I will go ahead and email it to you. So the, um, email that I just sent is coming in from info@benefitsInacard. Check your spam and junk mail, it might go there.

Speaker speaker_1: No, I have it. It says APL, American Public Life?

Speaker speaker_0: Yes.

Speaker speaker_1: Yes, I have them.

Speaker speaker_0: So, next time you give us a call, um, you work for Nora.

Speaker speaker_1: Okay.

Speaker speaker_0: That's a staff name. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: That will be easier to find you.

Speaker speaker_1: Okay.

Speaker speaker_0: All right?

Speaker speaker_1: All right. Okay, thank you so much.

Speaker speaker_0: Anything else? No problem. Anything else I can do for you?

Speaker speaker_1: No, mama. Thank you so much.

Speaker speaker_0: Okay. Bye-bye. Say bye now.

Speaker speaker_1: Okay. Okay, bye. Bye-bye.