

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Pamela speaking, how may I help you? Hey, how you doing? I'm good and yourself? I'm doing all right, I'm doing all right. I've just got a question or two, 'cause I have Benefits in a Card. Okay. And what is your question sir? Do I need to give... Do I need to give my ID number or anything? Um, I need to know who you work for. And the last four digits of social security. Enter Solutions. And what's the last four digits of your social? 4055. 4055... Enter Solutions. Yeah, Enter Solutions. Enter Solutions. Okay. Yeah. Do you know if they known by any other name, 'cause I don't have... How are you spelling Enter Solutions? It's just we don't have- I don't- ... yeah, we don't have a staffing agency with that name. Okay, what about a VG? Yes. Uh, VG Staffing. VG Staffing, yes. Okay. Do you have one with that? Yes, sir, we do. Oh, okay. Okay. And your first and last name, sir? Antwone Stewart. All right. Mr. Stewart, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? Yes, I, I changed it but, uh, I got two of them. Well, tell me- Well, not, not, not two dates. My date of birth is February 18th, 1985. Okay. And what's the address that you think we have on file? Okay. Uh, I have a 7600 Real World Drive, 28212. Okay. That's the one in, in Charlotte? Yes. Okay. 'Cause I had another one too, I can give you that one too. It's, uh, 202 South Cridler Street, Charlotte, North Carolina, 28208. I have both of them. Thank you for the information sir. So we have a phone number on file 704-907-8299, and your E- email is your first name, your last name, @gmail.com. Yes sir, it's my first name and my middle initial, which is L, antwoneLstewart@gmail.com. Thank you, Mr. Stewart. All right and now- I done spoke to you before. Yes, you did. Yes, you did. Um, and how may I help you today? Yes, um, is ma- am I still qualified to get, like, benefits? Um, because I have a hernia and I wanted to see if I could, uh, see if w- we can do something with this because it really been killing me, it's been killing me for years. Okay. So you... When... The last time we spoke, we reinstated your benefits. Okay. And so your benefit actually just became effective today. Now... For real? Yes. It does take 72 hours for us to be able to, um, see the ID cards in our system. Um, if you would like to give us a call, I will say on Thursday, we could email you- I don't, I don't know if I, I don't know if I have the right ID card because, um... We can, we can try and see 'cause I have, I have, like, two or three of these cards, so we can try and see. I have them right here. Yeah, I understand but those ID will not work because it's been over than six months. Uh, so... You're gonna need new ID cards. But the last time I spoke to ya, I got... Uh, uh, that's what we talked about, you never sent one to this, uh, address. You sent it to the 202 South Cridler Street and I have that one now too. I com- I understand, but the ID cards that you used back in 2023, for your health benefits, will not work, um, for this new reinstatement. You're gonna need new ID cards. Yeah, yeah, uh- The system's gonna recognize- I, I understand that, I told you this a couple months ago and there

was supposed to be a new card that come here but you never got it sent here. Okay. So since the last time you had benefits, it was back in February. February of- That- ... 2024, right? ... of 2024. Yes, sir. Okay, so then I- Now- ... I've spoke to you since then. And then I told you that I had a new address and I never got a new card here, so...Okay. So, when we spoke, it was back in, um, September. Okay. That was two months ago. So you did not... Yes, but you did not stop working or whatever the case may be, we didn't receive the premium until this week and that's why your benefits started today. Okay, but I never got a new card. But you're not going to receive the new card until your benefits are active. So, when is there going to be active? Okay. So today your benefits became effective. Now, you will receiving the ID cards to the address that you just told me, that's 7600. But if you need them sooner, I will say by Thursday, if you give us a call, we can send you temporary ID cards to your email when they generate in our system. Okay. Okay? But right now, the ones that you already have, they do not work. Okay. Okay? So, give us a call back on Thursday and hopefully all the ID cards are going to be available and we can send it to you. Okay. Okay? No problem. Anything else I could do for you, Mr. Stewart? No, I'm sorry. I'm sorry. We had things confused. I'm sorry. All right. That's okay. That's what we're here for, to help you. Anything else? Okay. Yeah. So, okay, so, so, I have a question. Like I just told you, I have a, a hernia... No. I have a hernia. So- Uh-huh. ... when my benefits come to me, will I be able to use my benefits on my card to go get this taken out of me? Well, the benefits that you have right now is the State Healthy Plan, which is just for preventive care. Right. What, what's preventive care? You're not going to be able... You're not going to be able to use it for, um, surgery. So, what's preventive care? Um, let's say, if you need to check your cholesterol, diabetes, that type of preventive care, and it also has, um, a prescription plan. But it will not cover your surgery. Oh, okay. All right. Yeah. That's all I needed to know. No problem. Thank you, sir. All right. Have a great rest of the day. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card, this is Pamela speaking, how may I help you?

Speaker speaker_2: Hey, how you doing?

Speaker speaker_1: I'm good and yourself?

Speaker speaker_2: I'm doing all right, I'm doing all right. I've just got a question or two, 'cause I have Benefits in a Card.

Speaker speaker_1: Okay. And what is your question sir?

Speaker speaker_2: Do I need to give... Do I need to give my ID number or anything?

Speaker speaker_1: Um, I need to know who you work for. And the last four digits of social security.

Speaker speaker_2: Enter Solutions.

Speaker speaker_1: And what's the last four digits of your social?

Speaker speaker_2: 4055.

Speaker speaker_1: 4055... Enter Solutions.

Speaker speaker_2: Yeah, Enter Solutions.

Speaker speaker_1: Enter Solutions. Okay.

Speaker speaker_2: Yeah.

Speaker speaker_1: Do you know if they known by any other name, 'cause I don't have...

Speaker speaker_2: How are you spelling Enter Solutions?

Speaker speaker_1: It's just we don't have-

Speaker speaker_2: I don't-

Speaker speaker_1: ... yeah, we don't have a staffing agency with that name.

Speaker speaker_2: Okay, what about a VG?

Speaker speaker_1: Yes.

Speaker speaker_2: Uh, VG Staffing.

Speaker speaker_1: VG Staffing, yes. Okay.

Speaker speaker_2: Do you have one with that?

Speaker speaker_1: Yes, sir, we do.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Okay. And your first and last name, sir?

Speaker speaker_2: Antwone Stewart.

Speaker speaker_1: All right. Mr. Stewart, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_2: Yes, I, I changed it but, uh, I got two of them.

Speaker speaker_1: Well, tell me-

Speaker speaker_2: Well, not, not, not two dates. My date of birth is February 18th, 1985.

Speaker speaker_1: Okay. And what's the address that you think we have on file?

Speaker speaker_2: Okay. Uh, I have a 7600 Real World Drive, 28212.

Speaker speaker_1: Okay. That's the one in, in Charlotte?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay.

Speaker speaker_2: 'Cause I had another one too, I can give you that one too. It's, uh, 202 South Cridler Street, Charlotte, North Carolina, 28208. I have both of them.

Speaker speaker_1: Thank you for the information sir. So we have a phone number on file 704-907-8299, and your E- email is your first name, your last name, @gmail.com.

Speaker speaker_2: Yes sir, it's my first name and my middle initial, which is L, antwoneLstewart@gmail.com.

Speaker speaker_1: Thank you, Mr. Stewart. All right and now-

Speaker speaker_2: I done spoke to you before.

Speaker speaker_1: Yes, you did. Yes, you did. Um, and how may I help you today?

Speaker speaker_2: Yes, um, is ma- am I still qualified to get, like, benefits? Um, because I have a hernia and I wanted to see if I could, uh, see if w- we can do something with this because it really been killing me, it's been killing me for years.

Speaker speaker_1: Okay. So you... When... The last time we spoke, we reinstated your benefits.

Speaker speaker_2: Okay.

Speaker speaker_1: And so your benefit actually just became effective today. Now...

Speaker speaker_2: For real?

Speaker speaker_1: Yes. It does take 72 hours for us to be able to, um, see the ID cards in our system. Um, if you would like to give us a call, I will say on Thursday, we could email you-

Speaker speaker_2: I don't, I don't know if I, I don't know if I have the right ID card because, um... We can, we can try and see 'cause I have, I have, like, two or three of these cards, so we can try and see. I have them right here.

Speaker speaker_1: Yeah, I understand but those ID will not work because it's been over than six months.

Speaker speaker_2: Uh, so...

Speaker speaker_1: You're gonna need new ID cards.

Speaker speaker_2: But the last time I spoke to ya, I got... Uh, uh, that's what we talked about, you never sent one to this, uh, address. You sent it to the 202 South Cridler Street and I have that one now too.

Speaker speaker_1: I com- I understand, but the ID cards that you used back in 2023, for your health benefits, will not work, um, for this new reinstatement. You're gonna need new ID cards.

Speaker speaker_2: Yeah, yeah, uh-

Speaker speaker_1: The system's gonna recognize-

Speaker speaker_2: I, I understand that, I told you this a couple months ago and there was supposed to be a new card that come here but you never got it sent here.

Speaker speaker_1: Okay. So since the last time you had benefits, it was back in February.

Speaker speaker_2: February of-

Speaker speaker_1: That-

Speaker speaker_2: ... 2024, right?

Speaker speaker_1: ... of 2024. Yes, sir.

Speaker speaker_2: Okay, so then I-

Speaker speaker_1: Now-

Speaker speaker_2: ... I've spoke to you since then. And then I told you that I had a new address and I never got a new card here, so...

Speaker speaker_1: Okay. So, when we spoke, it was back in, um, September.

Speaker speaker_2: Okay. That was two months ago.

Speaker speaker_1: So you did not... Yes, but you did not stop working or whatever the case may be, we didn't receive the premium until this week and that's why your benefits started today.

Speaker speaker_2: Okay, but I never got a new card.

Speaker speaker_1: But you're not going to receive the new card until your benefits are active.

Speaker speaker_2: So, when is there going to be active?

Speaker speaker_1: Okay. So today your benefits became effective. Now, you will receiving the ID cards to the address that you just told me, that's 7600. But if you need them sooner, I will say by Thursday, if you give us a call, we can send you temporary ID cards to your email when they generate in our system.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay? But right now, the ones that you already have, they do not work.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay? So, give us a call back on Thursday and hopefully all the ID cards are going to be available and we can send it to you.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay?

Speaker speaker_2: No problem.

Speaker speaker_1: Anything else I could do for you, Mr. Stewart?

Speaker speaker_2: No, I'm sorry. I'm sorry. We had things confused. I'm sorry.

Speaker speaker_1: All right. That's okay. That's what we're here for, to help you. Anything else?

Speaker speaker_2: Okay. Yeah. So, okay, so, so, I have a question. Like I just told you, I have a, a hernia... No. I have a hernia. So-

Speaker speaker_1: Uh-huh.

Speaker speaker_2: ... when my benefits come to me, will I be able to use my benefits on my card to go get this taken out of me?

Speaker speaker_1: Well, the benefits that you have right now is the State Healthy Plan, which is just for preventive care.

Speaker speaker_2: Right. What, what's preventive care?

Speaker speaker_1: You're not going to be able... You're not going to be able to use it for, um, surgery.

Speaker speaker_2: So, what's preventive care?

Speaker speaker_1: Um, let's say, if you need to check your cholesterol, diabetes, that type of preventive care, and it also has, um, a prescription plan. But it will not cover your surgery.

Speaker speaker_2: Oh, okay. All right.

Speaker speaker_1: Yeah.

Speaker speaker_2: That's all I needed to know.

Speaker speaker_1: No problem. Thank you, sir.

Speaker speaker_2: All right.

Speaker speaker_1: Have a great rest of the day.

Speaker speaker_2: You too.

Speaker speaker_1: Bye-bye.