

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl . Hi there. I just had a question. Can I get the details of my health plan, please? Of course. What's the name of the staffing agency? Uh, Tara Staffing, or now known as Resella. And the last four digits of your social? Give me one second, I can pull that up. 8261. Okay, and your address and your name? Lazaro Anthony Marcot. Okay, and if you can verify your address and date of birth. Sure. 300 Southeast Avenue, space 64. And then January 18th, 2003. Okay. And what is the city and state? Uh, the state, Oregon. And your city? Uh, Corvallis. Okay. And your phone number is 541-829-1708? Yes, ma'am. And I have your email address as lazaro.marcot@... Yes, that's it. Okay, bear with me. Let's see . Okay, so at the moment, I don't have you enrolled in coverage. Um, I have that you spoke with an agent twice, uh, back in May of last year, but you decided that you wanted to wait, um, to think it over, and then you just didn't... I guess you didn't call back to actually enroll. Okay, perfect. Yeah. I just wanted to double-check that was still the case. Um, can I ask you a question? Of course. About, um... I don't know if you're gonna know the answer, but do you know what Medicaid is? Yeah. As in the taxes in Oregon? Oh, well, I know the, um... Hmm. I don't know specifics on it. Because I remember- Uh-huh. I remember not enrolling in the program, in the health insurance program, but I still get taxed for Medicaid on my paycheck. I don't know if that's part of that or a whole different matter. Nope, that's separate. That's a state deduct- Well, that's a state deduction. Um, I know, like, in states like South Carolina, they do Medicare, um- Yeah. ... I'm not sure. And, and Medicaid is something that you apply for. It's not something that's automatically deducted. Um, it could be that, just that in Oregon it's called Medicaid instead of Medicare. Um, I'm not sure. You should be able to ask your, your staffing agency, and they'll be able to tell you exactly. Um, if they tell you it's part of the healthcare coverage, it's not. It's, uh... Our coverage would say something like BIC Medical or an IMA this, IMA that. Um, but that Medicaid or Medicare, those are usually state deductions. Oh, okay. Perfect. Thank you so much. That was, that was pretty much it. All right. Thank you so much for calling. Have a great day. Yeah, you too. Bye-bye.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl .

Speaker speaker_1: Hi there. I just had a question. Can I get the details of my health plan, please?

Speaker speaker_0: Of course. What's the name of the staffing agency?

Speaker speaker_1: Uh, Tara Staffing, or now known as Resella.

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

Speaker speaker_1: Give me one second, I can pull that up. 8261.

Speaker speaker_0: Okay, and your address and your name?

Speaker speaker_1: Lazaro Anthony Marcot.

Speaker speaker_0: Okay, and if you can verify your address and date of birth.

Speaker speaker_1: Sure. 300 Southeast Avenue, space 64. And then January 18th, 2003.

Speaker speaker_0: Okay. And what is the city and state?

Speaker speaker_1: Uh, the state, Oregon.

Speaker speaker_0: And your city?

Speaker speaker_1: Uh, Corvallis.

Speaker speaker_0: Okay. And your phone number is 541-829-1708?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have your email address as lazaro.marcot@...

Speaker speaker_1: Yes, that's it.

Speaker speaker_0: Okay, bear with me. Let's see . Okay, so at the moment, I don't have you enrolled in coverage. Um, I have that you spoke with an agent twice, uh, back in May of last year, but you decided that you wanted to wait, um, to think it over, and then you just didn't... I guess you didn't call back to actually enroll.

Speaker speaker_1: Okay, perfect. Yeah. I just wanted to double-check that was still the case. Um, can I ask you a question?

Speaker speaker_0: Of course.

Speaker speaker_1: About, um... I don't know if you're gonna know the answer, but do you know what Medicaid is?

Speaker speaker_0: Yeah.

Speaker speaker_1: As in the taxes in Oregon?

Speaker speaker_0: Oh, well, I know the, um... Hmm. I don't know specifics on it.

Speaker speaker_1: Because I remember-

Speaker speaker_0: Uh-huh.

Speaker speaker_1: I remember not enrolling in the program, in the health insurance program, but I still get taxed for Medicaid on my paycheck. I don't know if that's part of that or a whole different matter.

Speaker speaker_0: Nope, that's separate. That's a state deduct- Well, that's a state deduction. Um, I know, like, in states like South Carolina, they do Medicare, um-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... I'm not sure. And, and Medicaid is something that you apply for. It's not something that's automatically deducted. Um, it could be that, just that in Oregon it's called Medicaid instead of Medicare. Um, I'm not sure. You should be able to ask your, your staffing agency, and they'll be able to tell you exactly. Um, if they tell you it's part of the healthcare coverage, it's not. It's, uh... Our coverage would say something like BIC Medical or an IMA this, IMA that. Um, but that Medicaid or Medicare, those are usually state deductions.

Speaker speaker_1: Oh, okay. Perfect. Thank you so much. That was, that was pretty much it.

Speaker speaker_0: All right. Thank you so much for calling. Have a great day.

Speaker speaker_1: Yeah, you too. Bye-bye.