

Transcript: Pamela

Blanc-4582972863987712-5371368670674944

Full Transcript

... benefits and the card. This is Pamela speaking. How may I help you? Yes, I got a text message to give you guys a call. Okay. We are the administrator for health insurance for staffing agency. Are you currently with them? Uh-huh. Yes. I have been for- Okay. ... three, three or four weeks. And who do you work for? What's the name of the staffing agency, sir? Uh, Sage. HSS? Sage. Sage. Okay. That's- In Carson City. That's the name of the staffing agency? Yes. Sage. One second, because they usually send the email, uh, the text to let you know that you are under, um, enrollment period and see if you would like- Yes. ... to do so. Okay. All right, so search. And what's your, um- Search, that's it. Mm-hmm. What was the last four digits of your Social, so I could pull up your file? 2807. First and last name, sir? Mark Herbert. Mr. Herbert, for security reasons and just to make sure we are in the correct file, I'll need to verify your complete address and date of birth. Uh, date of birth is 12/13/1963. The address is 1673 Miles Way, Carson City, Nevada 89701. Thank you. We have a phone number on file, 775-230-4240 and your email- Yes, ma'am. ... is firstname.yourlastname213@gmail.com. @Gmail.com. And would you like to enroll or decline the outer enrollment? I was trying to find out when am I... When can I get it and what does it cost? Okay. For the auto enrollment, the, the plan costs, uh, \$15.16. It's charged weekly. The way that plan works is for preventive care only. Patient's gonna cover the actual procedures 100% and you are responsible to pay for the doctor's visit. Um, also you have- I just have- ... to use a private room waiting. Does it have dental or eye or anything, or it's just medical? Not for the one they offer, uh, day, well, I don't know about you, but they do offer dental and vision as well and other medical plans. If you would like, I could send you the complete benefit guide so you could see the rest of the plans that they offer. You do have into the 25th of this month enrolled in the benefits. And when does the benefits take effect? After we receive the first premium from your employer after you enroll, um, the following Monday. It usually takes about two to three weeks after you enroll. The reason I'm asking is I have a really bad toothache and I want to go to the dentist. Okay. But, I mean, if, even if I enroll you today, it will take about three weeks. Three weeks? So, for the benefits to... That, by that time I'll be a, almost a permanent employee, because I only have to do 90 days. That's the timeframe, but- And I become a permanent employee. Excuse me? Well, we, um, we, after we enroll, we will send the information to your employer. Then they proceed with the rest of the pro- uh, the process. We do not have any access to your payroll or any of that information. So, all we do is enroll you and then we'll finish the process. So, when I become a permanent employee with this company, it automatically rolls over to their medical insurance? No, sir. You could always use it. Then it's not worth it. It doesn't, it doesn't help me because I'm going to be a permanent employee by the time you guys enroll me. By the time you guys enroll me, I'll st- I'll, I only have, like, 30 more days to go till I'm a permanent employee, so it doesn't really make any

sense because when I beco- become a regular employee, I will have all the benefits, 'cause they've already told me I'm gonna become a permanent employee after 500 or something hours, and I'm working 50 hours a week. I understand, but it's up to you if there are any other options. No, I'm fine. Thank you. No problem, sir. I'm fine. Thank you. Anything else I could do for you?

Conversation Format

Speaker speaker_0: ... benefits and the card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Yes, I got a text message to give you guys a call.

Speaker speaker_0: Okay. We are the administrator for health insurance for staffing agency. Are you currently with them?

Speaker speaker_1: Uh-huh. Yes. I have been for-

Speaker speaker_0: Okay.

Speaker speaker_1: ... three, three or four weeks.

Speaker speaker_0: And who do you work for? What's the name of the staffing agency, sir?

Speaker speaker_1: Uh, Sage.

Speaker speaker_0: HSS?

Speaker speaker_1: Sage.

Speaker speaker_0: Sage. Okay. That's-

Speaker speaker_1: In Carson City.

Speaker speaker_0: That's the name of the staffing agency?

Speaker speaker_1: Yes.

Speaker speaker_0: Sage. One second, because they usually send the email, uh, the text to let you know that you are under, um, enrollment period and see if you would like-

Speaker speaker_1: Yes.

Speaker speaker_0: ... to do so. Okay. All right, so search. And what's your, um-

Speaker speaker_1: Search, that's it.

Speaker speaker_0: Mm-hmm. What was the last four digits of your Social, so I could pull up your file?

Speaker speaker_1: 2807.

Speaker speaker_0: First and last name, sir?

Speaker speaker_1: Mark Herbert.

Speaker speaker_0: Mr. Herbert, for security reasons and just to make sure we are in the correct file, I'll need to verify your complete address and date of birth.

Speaker speaker_1: Uh, date of birth is 12/13/1963. The address is 1673 Miles Way, Carson City, Nevada 89701.

Speaker speaker_0: Thank you. We have a phone number on file, 775-230-4240 and your email-

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: ... is firstname.yourlastname213@gmail.com.

Speaker speaker_1: @Gmail.com.

Speaker speaker_0: And would you like to enroll or decline the outer enrollment?

Speaker speaker_1: I was trying to find out when am I... When can I get it and what does it cost?

Speaker speaker_0: Okay. For the auto enrollment, the, the plan costs, uh, \$15.16. It's charged weekly. The way that plan works is for preventive care only. Patient's gonna cover the actual procedures 100% and you are responsible to pay for the doctor's visit. Um, also you have-

Speaker speaker_1: I just have-

Speaker speaker_0: ... to use a private room waiting.

Speaker speaker_1: Does it have dental or eye or anything, or it's just medical?

Speaker speaker_0: Not for the one they offer, uh, day, well, I don't know about you, but they do offer dental and vision as well and other medical plans. If you would like, I could send you the complete benefit guide so you could see the rest of the plans that they offer. You do have into the 25th of this month enrolled in the benefits.

Speaker speaker_1: And when does the benefits take effect?

Speaker speaker_0: After we receive the first premium from your employer after you enroll, um, the following Monday. It usually takes about two to three weeks after you enroll.

Speaker speaker_1: The reason I'm asking is I have a really bad toothache and I want to go to the dentist.

Speaker speaker_0: Okay. But, I mean, if, even if I enroll you today, it will take about three weeks.

Speaker speaker_1: Three weeks?

Speaker speaker_0: So, for the benefits to...

Speaker speaker_1: That, by that time I'll be a, almost a permanent employee, because I only have to do 90 days.

Speaker speaker_0: That's the timeframe, but-

Speaker speaker_1: And I become a permanent employee. Excuse me?

Speaker speaker_0: Well, we, um, we, after we enroll, we will send the information to your employer. Then they proceed with the rest of the pro- uh, the process. We do not have any access to your payroll or any of that information. So, all we do is enroll you and then we'll finish the process.

Speaker speaker_1: So, when I become a permanent employee with this company, it automatically rolls over to their medical insurance?

Speaker speaker_0: No, sir. You could always use it.

Speaker speaker_1: Then it's not worth it. It doesn't, it doesn't help me because I'm going to be a permanent employee by the time you guys enroll me. By the time you guys enroll me, I'll st- I'll, I only have, like, 30 more days to go till I'm a permanent employee, so it doesn't really make any sense because when I beco- become a regular employee, I will have all the benefits, 'cause they've already told me I'm gonna become a permanent employee after 500 or something hours, and I'm working 50 hours a week.

Speaker speaker_0: I understand, but it's up to you if there are any other options.

Speaker speaker_1: No, I'm fine. Thank you.

Speaker speaker_0: No problem, sir.

Speaker speaker_1: I'm fine. Thank you.

Speaker speaker_0: Anything else I could do for you?