

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Medical Center Corps. This is Pamela speaking. How may I help you? Hi. Um, I needed to call to sign up for my benefits. And who you work for, ma'am? Uh, Sugar Bowl Bakery. I need the name of the staffing agency that you work for. I'm sorry? I need the name of the staffing agency that you work for. Oh, um, I'm sorry. One second please. Um, it's... Let me see. Let me double check. I'm sorry. Oh, shoot. Let's see. The agency, hmm. It's, uh, Partners, Partners Personal. Okay. And the last four digits of your social? Uh, 2294. 2694? 2294. Okay. I'm sorry about that. That's fine. And your first and last name, ma'am? It's Lydia Ortiz. It's L-Y-D-I-A, Ortiz, O-R-T-I-Z. Thank you. Ms. Ortiz- Mm-hmm. ... for security reasons and to make sure- Uh-huh. ... we are in the correct file can you please provide- Mm-hmm. ... your complete address and date of birth? It's 809 West 11th Street, Antioch, A-N-T-I-O-C-H, California 94509. Date of birth is February 27, 1965. Thank you for the information. We have a telephone number on file, 925-628-7320, and your email- Yes. ... is lydia809@gmail.com. Uh-huh. And you say you would like to enroll in the benefits? Yes. I had received- You do- ... a me- a message to sign up for benefits before the month is up or something like that. So... Okay. It will be my third, this Friday will be my third paycheck, so they said do it within the month or something. Okay. And do you know what plan would you like to enroll to? I'm sorry? Do you know what plan would you like to enroll? Like what- No, I don't. ... type of medical plan? I don't have... No, I don't know what you guys have. Okay. So let's see, when is your deadline? I started on December 12th, so yeah. Mm-hmm. You, your hire date with them is not the same as ours, so with us you will have a little bit more time. Oh, okay. So you have until the 23rd to enroll. Uh-huh. Um, if you would like I could send you to your email the benefit guide- Uh-huh. ... with all the prices and the options that you have available. Now, um, these insurance are not like major insurance. They do have a set amount that they're gonna pay. Anything above that amount is your responsibility. The amount that you will see- Okay. ... that you will see on the benefit guide, that's the amount that the insurance gonna cover. Hmm. Okay. Um... Do you guys send a book out or no? You guys don't send nothing? I'm sending you the benefit guide. They do not send this- Oh. ... uh, uh, physically Oh, uh-huh. Like Oh. Um- And, and, uh- ... why you- ... who's the insur- who's the insurance service at BlueCross or what, what do you guys have? No. I don't know. They are not like ma- Oh. ... not the major insurance company. They are- Oh. ... um, self, health insurance called APL in America. Um, and I mean, 90 degrees, they're not affiliated with- Right. ... any of those major insurance. Oh. And... Okay. So the amount that you're gonna see under each plan in their benefit guide is the amount that the insurance gonna cover. Got you. Okay. Um, like I say, you still have until the 23rd to enroll in the health benefits. Mm-hmm. And check your spam and junk mail. So it's- The email... Go ahead. Is it too early to do it then? Or... No, I mean if you don't know what

plan would you like to enroll, it's, uh, we suggest you to look through the benefit guide. Um, if you have- Okay. ... questions regarding, we could help you understand it. As, if you decide to enroll, um, since Partner Personnel, it is under Section 125, which is an IRS regulation. You will have to stay within the program and to company open- Yeah, like in, uh- ... enrollment- ... that 508. Yes. Hello. ... or it's a qualified live event. So, um, I always suggest a member to read and look at the benefit guide because like I said, they do, um, like I said, they do, they already have that set amount that they're going to pay. For example, they do have, um, a plan to only pay \$50 towards the doctor's visit and then anything above that amount will be your responsibility. I got you. Okay. So, like I said, every amount that you see under each plan, that's what the insurance covering. Mm-hmm. And, um, the emails come in from info@benefits in a card, check your spam and junk mail. It might go there. Okay. All right. Now if, when you get the, uh, benefit guide, if there's anything there you don't understand, you could give us a call. Mm-hmm. I will go over with you and you can also- ... call us online if you would like to. Oh. So is that the way I do it or, or do I go through you guys? I go online? Through us as well. Yeah, you could do it online or you could give us a call, we could do it over the phone if that- Mm-hmm. ... however is easier for you. Okay. All right. Then- We have ID- What was your name again? Pamela. If you want and when you call back- Pamela? If you... Yeah. If you, when you call back and you want to talk to me, that's fine. You could ask for me. I'm here from 8:00 AM to 8:00 PM Eastern Time. So what time is it now over there? Here it's 3:30 in the afternoon. 3:30. Okay, so you guys are three hours ahead. Yeah. I'm just... I was like- We are. We- Yeah, because I was like, wait a minute what time is it? That's why I didn't do it yesterday. I was like, "It might be too late." Yeah, you could give us a call. I mean, I'm here from 11:00 to 8:00 Eastern Time, but our call would... We, we open at 8:00 in the morning. Oh, okay. So you don't start, you don't start until 11:00? Okay. Yeah. Like if you call around this time tomorrow, um, I'll be around. Uh-huh. And if I'm not at the moment, you could tell the whoever answers that you want me to call you back and I'll do that. Okay. Gotcha. Anything else- Appreciate your help. ... Mrs. Ortiz? No, I appreciate your help. No problem. Uh, I'm going to try... Yeah. I'm going to try and open it and look at it and see, see what I get. And it's still early if you want to go back, you know, we're still here till 8:00. Uh-huh. Okay. All right. But five o'clock, five o'clock my time. Yeah, no. Thank you. Yeah, five o'clock your time, yeah. All right. All right. Yeah. Thank you. Thanks. Give us a call. Give us a call. Okay, thank you so much. Have a great rest of the day. Bye-bye. Okay, you too. Thank you so much.

Conversation Format

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

Speaker speaker_1: Thank you for calling Medical Center Corps. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi. Um, I needed to call to sign up for my benefits.

Speaker speaker_1: And who you work for, ma'am?

Speaker speaker_2: Uh, Sugar Bowl Bakery.

Speaker speaker_1: I need the name of the staffing agency that you work for.

Speaker speaker_2: I'm sorry?

Speaker speaker_1: I need the name of the staffing agency that you work for.

Speaker speaker_2: Oh, um, I'm sorry. One second please. Um, it's... Let me see. Let me double check. I'm sorry. Oh, shoot. Let's see. The agency, hmm. It's, uh, Partners, Partners Personal.

Speaker speaker_1: Okay. And the last four digits of your social?

Speaker speaker_2: Uh, 2294.

Speaker speaker_1: 2694?

Speaker speaker_2: 2294.

Speaker speaker_1: Okay. I'm sorry about that.

Speaker speaker_2: That's fine.

Speaker speaker_1: And your first and last name, ma'am?

Speaker speaker_2: It's Lydia Ortiz. It's L-Y-D-I-A, Ortiz, O-R-T-I-Z.

Speaker speaker_1: Thank you. Ms. Ortiz-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... for security reasons and to make sure-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... we are in the correct file can you please provide-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... your complete address and date of birth?

Speaker speaker_2: It's 809 West 11th Street, Antioch, A-N-T-I-O-C-H, California 94509. Date of birth is February 27, 1965.

Speaker speaker_1: Thank you for the information. We have a telephone number on file, 925-628-7320, and your email-

Speaker speaker_2: Yes.

Speaker speaker_1: ... is lydia809@gmail.com.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: And you say you would like to enroll in the benefits?

Speaker speaker_2: Yes. I had received-

Speaker speaker_1: You do-

Speaker speaker_2: ... a me- a message to sign up for benefits before the month is up or something like that. So...

Speaker speaker_1: Okay.

Speaker speaker_2: It will be my third, this Friday will be my third paycheck, so they said do it within the month or something.

Speaker speaker_1: Okay. And do you know what plan would you like to enroll to?

Speaker speaker_2: I'm sorry?

Speaker speaker_1: Do you know what plan would you like to enroll? Like what-

Speaker speaker_2: No, I don't.

Speaker speaker_1: ... type of medical plan?

Speaker speaker_2: I don't have... No, I don't know what you guys have.

Speaker speaker_1: Okay. So let's see, when is your deadline?

Speaker speaker_2: I started on December 12th, so yeah. Mm-hmm.

Speaker speaker_1: You, your hire date with them is not the same as ours, so with us you will have a little bit more time.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: So you have until the 23rd to enroll.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Um, if you would like I could send you to your email the benefit guide-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... with all the prices and the options that you have available. Now, um, these insurance are not like major insurance. They do have a set amount that they're gonna pay. Anything above that amount is your responsibility. The amount that you will see-

Speaker speaker_2: Okay.

Speaker speaker_1: ... that you will see on the benefit guide, that's the amount that the insurance gonna cover.

Speaker speaker_2: Hmm. Okay.

Speaker speaker_1: Um...

Speaker speaker_2: Do you guys send a book out or no? You guys don't send nothing?

Speaker speaker_1: I'm sending you the benefit guide. They do not send this-

Speaker speaker_2: Oh.

Speaker speaker_1: ... uh, uh, physically

Speaker speaker_2: Oh, uh-huh.

Speaker speaker_1: Like

Speaker speaker_2: Oh.

Speaker speaker_1: Um-

Speaker speaker_2: And, and, uh-

Speaker speaker_1: ... why you-

Speaker speaker_2: ... who's the insur- who's the insurance service at BlueCross or what, what do you guys have?

Speaker speaker_1: No.

Speaker speaker_2: I don't know.

Speaker speaker_1: They are not like ma-

Speaker speaker_2: Oh.

Speaker speaker_1: ... not the major insurance company. They are-

Speaker speaker_2: Oh.

Speaker speaker_1: ... um, self, health insurance called APL in America. Um, and I mean, 90 degrees, they're not affiliated with-

Speaker speaker_2: Right.

Speaker speaker_1: ... any of those major insurance.

Speaker speaker_2: Oh.

Speaker speaker_1: And...

Speaker speaker_2: Okay.

Speaker speaker_1: So the amount that you're gonna see under each plan in their benefit guide is the amount that the insurance gonna cover.

Speaker speaker_2: Got you. Okay.

Speaker speaker_1: Um, like I say, you still have until the 23rd to enroll in the health benefits.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And check your spam and junk mail.

Speaker speaker_2: So it's-

Speaker speaker_1: The email... Go ahead.

Speaker speaker_2: Is it too early to do it then? Or...

Speaker speaker_1: No, I mean if you don't know what plan would you like to enroll, it's, uh, we suggest you to look through the benefit guide. Um, if you have-

Speaker speaker_2: Okay.

Speaker speaker_1: ... questions regarding, we could help you understand it. As, if you decide to enroll, um, since Partner Personnel, it is under Section 125, which is an IRS regulation. You will have to stay within the program and to company open-

Speaker speaker_2: Yeah, like in, uh-

Speaker speaker_1: ... enrollment-

Speaker speaker_2: ... that 508.

Speaker speaker_1: Yes.

Speaker speaker_2: Hello.

Speaker speaker_1: ... or it's a qualified live event. So, um, I always suggest a member to read and look at the benefit guide because like I said, they do, um, like I said, they do, they already have that set amount that they're going to pay. For example, they do have, um, a plan to only pay \$50 towards the doctor's visit and then anything above that amount will be your responsibility.

Speaker speaker_2: I got you. Okay.

Speaker speaker_1: So, like I said, every amount that you see under each plan, that's what the insurance covering.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And, um, the emails come in from info@benefits in a card, check your spam and junk mail. It might go there.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Now if, when you get the, uh, benefit guide, if there's anything there you don't understand, you could give us a call.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: I will go over with you and you can also- ... call us online if you would like to.

Speaker speaker_2: Oh. So is that the way I do it or, or do I go through you guys? I go online?

Speaker speaker_1: Through us as well. Yeah, you could do it online or you could give us a call, we could do it over the phone if that-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... however is easier for you.

Speaker speaker_2: Okay. All right. Then-

Speaker speaker_1: We have ID-

Speaker speaker_2: What was your name again?

Speaker speaker_1: Pamela. If you want and when you call back-

Speaker speaker_2: Pamela?

Speaker speaker_1: If you... Yeah. If you, when you call back and you want to talk to me, that's fine. You could ask for me. I'm here from 8:00 AM to 8:00 PM Eastern Time.

Speaker speaker_2: So what time is it now over there?

Speaker speaker_1: Here it's 3:30 in the afternoon.

Speaker speaker_2: 3:30. Okay, so you guys are three hours ahead.

Speaker speaker_1: Yeah.

Speaker speaker_2: I'm just... I was like-

Speaker speaker_1: We are. We-

Speaker speaker_2: Yeah, because I was like, wait a minute what time is it? That's why I didn't do it yesterday. I was like, "It might be too late."

Speaker speaker_1: Yeah, you could give us a call. I mean, I'm here from 11:00 to 8:00 Eastern Time, but our call would... We, we open at 8:00 in the morning.

Speaker speaker_2: Oh, okay. So you don't start, you don't start until 11:00? Okay.

Speaker speaker_1: Yeah. Like if you call around this time tomorrow, um, I'll be around.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: And if I'm not at the moment, you could tell the whoever answers that you want me to call you back and I'll do that.

Speaker speaker_2: Okay. Gotcha.

Speaker speaker_1: Anything else-

Speaker speaker_2: Appreciate your help.

Speaker speaker_1: ... Mrs. Ortiz?

Speaker speaker_2: No, I appreciate your help.

Speaker speaker_1: No problem.

Speaker speaker_2: Uh, I'm going to try... Yeah. I'm going to try and open it and look at it and see, see what I get.

Speaker speaker_1: And it's still early if you want to go back, you know, we're still here till 8:00.

Speaker speaker_2: Uh-huh. Okay.

Speaker speaker_1: All right.

Speaker speaker_2: But five o'clock, five o'clock my time.

Speaker speaker_1: Yeah, no.

Speaker speaker_2: Thank you.

Speaker speaker_1: Yeah, five o'clock your time, yeah.

Speaker speaker_2: All right.

Speaker speaker_1: All right.

Speaker speaker_2: Yeah. Thank you. Thanks.

Speaker speaker_1: Give us a call. Give us a call.

Speaker speaker_2: Okay, thank you so much.

Speaker speaker_1: Have a great rest of the day. Bye-bye.

Speaker speaker_2: Okay, you too. Thank you so much.