

Transcript: Pamela

Blanc-4779754216964096-6146738886230016

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Yeah, looks like mine. ... that's in session. You can see it in my audits. I know. Yes, this is- Hello? ... Pamela ■Siki, how may I help you? Ah, yes, sorry about that. I thought I still ringing. Uh- ... I'm trying to get my p- benefits in a card. Uh, I work for Surge. I'm on assignment through them, and I'm trying to get my medical insurance. All right. So I'm going to need the last four digits of your Social and your first and last name. Okay. Billy Hartzell, H-A-R-T-Z-E-L-L, and then, uh, my last four of my social is 6100, Bedford Place. And you said Surge, right? Yeah, Surge. Go Blake. Now, bye. Yes, go. Yes, Billy Hartzell. Mr. Um, Hartzell, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? Oh, my address, uh, maybe 16225 Maple Avenue, Loraville, Ohio. I've changed addresses since I've been on assignment and I ain't gave them my updated address. That, that's fine because it won't update automatically with us anyway, so we could do that now. And your date of birth? Okay, yeah. Uh, January 1st, 1994. Oh, pick up the ■phone. Thank you. 1803- We have a telephone number on file, 740-406-4082. And your email is your first name, last name, 94ipmail.com. Uh, my phone number has also changed. Is it when you're calling from? Yes, ma'am. Okay. Okay, so... Let's see. Right now, I don't... I do not see any en- enrollment. Um... Can I enroll? No, because you don't get out of enrolled when you leave... When they say you were in assignment, you stop and then you come back, the insurance or the, uh, the benefits do not reinstate automatically. You have to give us a call. And then, um, we could reinstate the benefits. Okay. That's what I'm doing right now though. Okay. All right, then. So it does take one to... I would say, two to three weeks for the benefits to become effective though. All right? Okay, that's fine. I still need them. Okay. So you have the Stay Healthy Plan. Um, see, the difference now with the Stay Healthy, that it gonna include a prescription plan and you're gonna be paying, uh, I would say a dollar extra- So I will, I don't know how much it is in general. ... from what you used to pay before. Okay. So- But I'm not, I'm not worried about cost or nothing like that. Uh, I just need to get it set up. No problem, sir. And I- So this won't go on effect for... This won't go in effect for two to three weeks, you said? Mm-hmm. Yeah, most likely the first week of December. Okay. Uh, let me give you guys a call back. I'm kind of needing insurance in a hurry. Okay, no problem, sir. Oh, thank you. Thank you for giving us a call. Have a great rest of the day.

Conversation Format

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

Speaker speaker_1: Yeah, looks like mine. ... that's in session. You can see it in my audits.

Speaker speaker_2: I know.

Speaker speaker_0: Yes, this is-

Speaker speaker_2: Hello?

Speaker speaker_0: ... Pamela ■Siki, how may I help you?

Speaker speaker_2: Ah, yes, sorry about that. I thought I still ringing. Uh- ... I'm trying to get my p- benefits in a card. Uh, I work for Surge. I'm on assignment through them, and I'm trying to get my medical insurance.

Speaker speaker_0: All right. So I'm going to need the last four digits of your Social and your first and last name.

Speaker speaker_2: Okay. Billy Hartzell, H-A-R-T-Z-E-L-L, and then, uh, my last four of my social is 6100, Bedford Place.

Speaker speaker_0: And you said Surge, right?

Speaker speaker_2: Yeah, Surge. Go Blake.

Speaker speaker_1: Now, bye. Yes, go.

Speaker speaker_2: Yes, Billy Hartzell.

Speaker speaker_0: Mr. Um, Hartzell, 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: Oh, my address, uh, maybe 16225 Maple Avenue, Loraville, Ohio. I've changed addresses since I've been on assignment and I ain't gave them my updated address.

Speaker speaker_0: That, that's fine because it won't update automatically with us anyway, so we could do that now. And your date of birth?

Speaker speaker_2: Okay, yeah. Uh, January 1st, 1994.

Speaker speaker_1: Oh, pick up the ■phone.

Speaker speaker_0: Thank you.

Speaker speaker_2: 1803-

Speaker speaker_0: We have a telephone number on file, 740-406-4082. And your email is your first name, last name, 94ipmail.com.

Speaker speaker_2: Uh, my phone number has also changed.

Speaker speaker_0: Is it when you're calling from?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay, so... Let's see. Right now, I don't... I do not see any enrollment. Um...

Speaker speaker_2: Can I enroll?

Speaker speaker_0: No, because you don't get out of enrolled when you leave... When they say you were in assignment, you stop and then you come back, the insurance or the, uh, the benefits do not reinstate automatically. You have to give us a call. And then, um, we could reinstate the benefits.

Speaker speaker_2: Okay. That's what I'm doing right now though.

Speaker speaker_0: Okay. All right, then. So it does take one to... I would say, two to three weeks for the benefits to become effective though. All right?

Speaker speaker_2: Okay, that's fine. I still need them.

Speaker speaker_0: Okay. So you have the Stay Healthy Plan. Um, see, the difference now with the Stay Healthy, that it gonna include a prescription plan and you're gonna be paying, uh, I would say a dollar extra-

Speaker speaker_2: So I will, I don't know how much it is in general.

Speaker speaker_0: ... from what you used to pay before. Okay. So-

Speaker speaker_2: But I'm not, I'm not worried about cost or nothing like that. Uh, I just need to get it set up.

Speaker speaker_0: No problem, sir. And I-

Speaker speaker_2: So this won't go on effect for... This won't go in effect for two to three weeks, you said?

Speaker speaker_0: Mm-hmm. Yeah, most likely the first week of December.

Speaker speaker_2: Okay. Uh, let me give you guys a call back. I'm kind of needing insurance in a hurry.

Speaker speaker_0: Okay, no problem, sir.

Speaker speaker_2: Oh, thank you.

Speaker speaker_0: Thank you for giving us a call. Have a great rest of the day.