

## **Transcript: Pamela**

**Blanc-4796264147271680-6429575751876608**

### **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? How are you? Hey, this benefits called for, uh, somebody working ... can be covered? Can you repeat that? I could barely hear you. My question is are you covering people in East and every other states? Uh, we are the administrator for the health insurance for staffing agencies. Yes, I know. I'm, I'm looking for health insurance. My question is, uh, if I apply and I'm working from Seattle, will I also be covered? In Seattle? Yeah. Yes. No, the reason I'm asking is- We, uh- The reason, the reason I'm asking all this is because, uh, there was a time I got a, a phone call like this. I had to .... It was too unfortunate when after paying I realized that they don't cover people in Washington, Seattle. Okay, I understand. So- Yeah. ... um, what's the name of the staffing agency you work for? Uh, currently I work with, uh, three agencies. Number one, uh, is called Family Best Care. Another one is called EverHome. And the last one that used to offer me coverage is called Catholic Community, but the client that I was working with them just passed away. So they're the only people who are offering me, uh, what is called medical card. No, I mean, I need the name of the staffing agency you work for. Oh, I don't have any staffing agency. It's only called Catholic... Uh, I don't have any agency. Okay. Oh, so I have to have an agency? Well, we represent the people that work for a staffing agency. Staffing, is it like a- This is not individual, this is not individual healthcare. No, no, no. I'm working- And- ... for Catholic Community, Family Best Care. It's those, all these other agencies, Family Best Care and EverHome. Let me see, because this is a... Hold on. Family. Family Best Care. I don't have any... What of EverHome? EverHome. We have, um, ATC Career Builders. What? Career Builders. No, no, no. I don't have any, any with those names that you're referring to. Um- Okay, it's okay. ... let's see. Maybe you have worked for one of the ones... Did you receive a text? Yeah, I think that's the reason. I received a text, like, was it, like, today? Care Builders, there's another one that I work for, it's called Care Builders. No. We have ATC, which is Career Builders, but I don't see any of those that you're mentioning. Okay, maybe I've worked for one of them. The text... The texts- Yeah. Hello? ... the texts, they go out automatically. If you already have one- There's another one which... No, no, I can see another one is today, uh, ATC today, enroll in benefits to the ATC today. Okay, are you working for ATC? No. Which agency is that in full abbreviation? I, I... Well, they are a agency that provide job. I, I'm not sure. No, I don't have no copy with me. If you're not working for them, if you're not working for them, unfortunately, we cannot provide you with the benefits. No, it's okay. It's okay. It's okay. No problem. It's okay. I appreciate it. Okay, thank you. All right. Have a great rest of your day. You too.

## 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? How are you?

Speaker speaker\_2: Hey, this benefits called for, uh, somebody working

Speaker speaker\_3: ... can be covered?

Speaker speaker\_1: Can you repeat that? I could barely hear you.

Speaker speaker\_3: My question is are you covering people in East and every other states?

Speaker speaker\_1: Uh, we are the administrator for the health insurance for staffing agencies.

Speaker speaker\_3: Yes, I know. I'm, I'm looking for health insurance. My question is, uh, if I apply and I'm working from Seattle, will I also be covered?

Speaker speaker\_1: In Seattle?

Speaker speaker\_3: Yeah.

Speaker speaker\_1: Yes.

Speaker speaker\_3: No, the reason I'm asking is-

Speaker speaker\_1: We, uh-

Speaker speaker\_3: The reason, the reason I'm asking all this is because, uh, there was a time I got a, a phone call like this. I had to .... It was too unfortunate when after paying I realized that they don't cover people in Washington, Seattle.

Speaker speaker\_1: Okay, I understand. So-

Speaker speaker\_3: Yeah.

Speaker speaker\_1: ... um, what's the name of the staffing agency you work for?

Speaker speaker\_3: Uh, currently I work with, uh, three agencies. Number one, uh, is called Family Best Care. Another one is called EverHome. And the last one that used to offer me coverage is called Catholic Community, but the client that I was working with them just passed away. So they're the only people who are offering me, uh, what is called medical card.

Speaker speaker\_1: No, I mean, I need the name of the staffing agency you work for.

Speaker speaker\_3: Oh, I don't have any staffing agency. It's only called Catholic... Uh, I don't have any agency.

Speaker speaker\_1: Okay.

Speaker speaker\_3: Oh, so I have to have an agency?

Speaker speaker\_1: Well, we represent the people that work for a staffing agency.

Speaker speaker\_3: Staffing, is it like a-

Speaker speaker\_1: This is not individual, this is not individual healthcare.

Speaker speaker\_3: No, no, no. I'm working-

Speaker speaker\_1: And-

Speaker speaker\_3: ... for Catholic Community, Family Best Care. It's those, all these other agencies, Family Best Care and EverHome.

Speaker speaker\_1: Let me see, because this is a... Hold on. Family.

Speaker speaker\_3: Family Best Care.

Speaker speaker\_1: I don't have any...

Speaker speaker\_3: What of EverHome?

Speaker speaker\_1: EverHome. We have, um, ATC Career Builders.

Speaker speaker\_3: What?

Speaker speaker\_1: Career Builders.

Speaker speaker\_3: No, no, no.

Speaker speaker\_1: I don't have any, any with those names that you're referring to. Um-

Speaker speaker\_3: Okay, it's okay.

Speaker speaker\_1: ... let's see. Maybe you have worked for one of the ones... Did you receive a text?

Speaker speaker\_3: Yeah, I think that's the reason. I received a text, like, was it, like, today? Care Builders, there's another one that I work for, it's called Care Builders.

Speaker speaker\_1: No. We have ATC, which is Career Builders, but I don't see any of those that you're mentioning.

Speaker speaker\_3: Okay, maybe I've worked for one of them.

Speaker speaker\_1: The text... The texts-

Speaker speaker\_3: Yeah. Hello?

Speaker speaker\_1: ... the texts, they go out automatically. If you already have one-

Speaker speaker\_3: There's another one which... No, no, I can see another one is today, uh, ATC today, enroll in benefits to the ATC today.

Speaker speaker\_1: Okay, are you working for ATC?

Speaker speaker\_3: No. Which agency is that in full abbreviation?

Speaker speaker\_1: I, I... Well, they are a agency that provide job. I, I'm not sure.

Speaker speaker\_3: No, I don't have no copy with me.

Speaker speaker\_1: If you're not working for them, if you're not working for them, unfortunately, we cannot provide you with the benefits.

Speaker speaker\_3: No, it's okay. It's okay. It's okay.

Speaker speaker\_1: No problem.

Speaker speaker\_3: It's okay. I appreciate it. Okay, thank you.

Speaker speaker\_1: All right. Have a great rest of your day.

Speaker speaker\_3: You too.