

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Uh, yes, ma'am. Uh, my name is Charles Garcia. Um, I work for Workforce and I need... understand I have my... I need my insurance cards. How do I get those? May I have what you said- Started taking money out of my... Go ahead. What's the name of the- Go ahead, ma'am. ... staffing agency you work for? Uh, Workforce. May I have the last four digits of your Social? 9258. What's the name of the company I'm call- talking to? Benefits in a Car. In a car? Yes. Okay. And can you repeat your first and last name? Charles Garcia. And what was the staffing agency you say you work for? Workforce, in Broussard, Arkansas. Hmm. You all start, y'all started taking money out of my paycheck yesterday. And I need my, I need my insurance cards. Workforce. Yeah, all right. Okay. Rock, Rockline Industries, that's who they hired to... Give me one second. All right. This is not... All right, Mr. Garcia, for security reasons- Mm-hmm. ... just to make sure we are in the correct file, I need to verify your complete address and date of birth. Okay. My address is 479 East County Road, Magazine, Arkansas 72943. And you need my birthdate, did you say? Yes, sir. January 5th, 1961. All right. Thank you for the information. We have a telephone number of 54793551582 and email at crd153.cgrdmail.com. That's correct. So, um, like you said, they started taking the deductions this week. Yes. So your benefits will be active on Monday. The ID card- On Mon- ... um, takes 72 hours for them to be generated in our system. You could give us a call back on Monday, I mean, sorry, Tuesday or no, I'll take Tuesday. I will say Wednesday or Thursday it should be, they should be available to us and we'll send you temporary ones to you email. The digi- uh, physical card will arrive within seven to 10 days. Seven to 10 days. So I could download my, this card on my phone right? Or whatever, my device, right? Yes, sir. And it'll be on my email? Yes. Okay. If you need them before this time of they arrive to your house, you will give us a call Thursday, and we should be able to send it to you by mail, by email. Okay. All right? Anything else- I got more questions. ... I could- I got more questions. All right. I got more questions. Uh, I don't know nothing about you, but I need to know what benefits, what, about my accoun- about my uh- You are- ... medications, doctor visits and all that. First- Okay. So you are enrolled in medical, dental, life and vision. Right. These insurance are not like major insurance. They already have a set amount that they're gonna pay. Anything above that amount will be your responsibility. To give you a good example, like if you go to your doctor's office, um, the insurance is gonna be paying \$50 towards the visit. Oh, no, I'm sorry. Hmm. Give me one second. Okay. I wonder if you can email me- we have- ... the benefits so I can look at it so my wife can actually check them. The guide? Yes, I could send you a benefit guide. I'm just trying to see. VIP Plus. Okay. So the VIP is pa- is standard. The, the benefit you have, if you go to your doctor's office it's gonna cover \$50 towards the visit. Uh-huh. And 10 more visits per year. Is that the co-pay? No, sir. That's what the insurance is gonna cover.

They do not- So there's no co-pay? ... have, they do not have co-pay. The only one that- What is not- ... has a co-pay is the vision plan. Like I said, they have the, uh, the set amount... Uh-huh. ... that they're gonna pay. Anything else, it will be your responsibility. So and then- So the company's gonna pay 50... I'm sorry. Huh? Go ahead. Go ahead. Go ahead. I'm sorry. I'll say it's 50. Good. Then the company's gonna pay, pay \$50 when I go see my doctor. The insurance? Yeah. And that, is that also gonna c- is that also gonna cover my medications, my prescriptions? They, um-They'll cover- they have different amount that you will have to pay depending on the medication. Um, on the information that I'm going to send you, the ID card, um, benefit guide, there is a name of Pharma Bill. You can give them a call and tell them the medications that you have and they will let you know how much they're going to cover and how much will be your responsibility. Okay, I think you just said it. All right. So the email will be coming in from info@benefits in a card. Check your spam and junk mail. Okay. And if you... let me see here. After you read the benefit guide, if you still want to make any changes, you have until the 4th of April to do so. Okay. All right? Anything else I can do for you, sir? No, I'm thinking right now. Uh... All right, thank you for giving us a call. Have a great rest of the day. Okay, where is your company, uh, from? What, what is your company from? Our company? Yes, yours. We are the administrator for the health insurance for, um, workforce, WorkSource. I know, what state, what state are you from? What state is this company from? Oh, West Coast in South Carolina, sir. South Carolina? Okay. Okay. All right. And when should I expect, oh, so y- is that, is that going to be on my phone anytime soon today or tomorrow or- I already sent you the benefit guide. Check your spam and junk mail. But the ID cards, they're not generated in our system yet. We got to wait until, uh, they start, the benefits are active next week. And I believe by Thursday we should be able to have their ID in our system, and we could email it to you but you need to give us a call. Okay. Uh, so a sec- why do you have... what I see here is the same number I just called you on. Yes, sir. Uh, okay. All right? All right, thank you. Bye. Thank you. Mm-hmm. Have a great weekend. Bye-bye. You too. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you?

Speaker speaker_1: Uh, yes, ma'am. Uh, my name is Charles Garcia. Um, I work for Workforce and I need... understand I have my... I need my insurance cards. How do I get those?

Speaker speaker_0: May I have what you said-

Speaker speaker_1: Started taking money out of my... Go ahead.

Speaker speaker_0: What's the name of the-

Speaker speaker_1: Go ahead, ma'am.

Speaker speaker_0: ... staffing agency you work for?

Speaker speaker_1: Uh, Workforce.

Speaker speaker_0: May I have the last four digits of your Social?

Speaker speaker_1: 9258. What's the name of the company I'm call- talking to?

Speaker speaker_0: Benefits in a Car.

Speaker speaker_1: In a car?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay.

Speaker speaker_0: And can you repeat your first and last name?

Speaker speaker_1: Charles Garcia.

Speaker speaker_0: And what was the staffing agency you say you work for?

Speaker speaker_1: Workforce, in Broussard, Arkansas.

Speaker speaker_0: Hmm.

Speaker speaker_1: You all start, y'all started taking money out of my paycheck yesterday. And I need my, I need my insurance cards.

Speaker speaker_0: Workforce. Yeah, all right. Okay.

Speaker speaker_1: Rock, Rockline Industries, that's who they hired to...

Speaker speaker_0: Give me one second.

Speaker speaker_1: All right.

Speaker speaker_0: This is not... All right, Mr. Garcia, for security reasons-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: Okay. My address is 479 East County Road, Magazine, Arkansas 72943. And you need my birthdate, did you say?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: January 5th, 1961.

Speaker speaker_0: All right. Thank you for the information. We have a telephone number of 54793551582 and email at crd153.cgrdmail.com.

Speaker speaker_1: That's correct.

Speaker speaker_0: So, um, like you said, they started taking the deductions this week.

Speaker speaker_1: Yes.

Speaker speaker_0: So your benefits will be active on Monday. The ID card-

Speaker speaker_1: On Mon-

Speaker speaker_0: ... um, takes 72 hours for them to be generated in our system. You could give us a call back on Monday, I mean, sorry, Tuesday or no, I'll take Tuesday. I will say Wednesday or Thursday it should be, they should be available to us and we'll send you temporary ones to you email. The digi- uh, physical card will arrive within seven to 10 days.

Speaker speaker_1: Seven to 10 days. So I could download my, this card on my phone right? Or whatever, my device, right?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: And it'll be on my email?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay.

Speaker speaker_0: If you need them before this time of they arrive to your house, you will give us a call Thursday, and we should be able to send it to you by mail, by email.

Speaker speaker_1: Okay.

Speaker speaker_0: All right? Anything else-

Speaker speaker_1: I got more questions.

Speaker speaker_0: ... I could-

Speaker speaker_1: I got more questions.

Speaker speaker_0: All right.

Speaker speaker_1: I got more questions. Uh, I don't know nothing about you, but I need to know what benefits, what, about my accoun- about my uh-

Speaker speaker_0: You are-

Speaker speaker_1: ... medications, doctor visits and all that. First-

Speaker speaker_0: Okay. So you are enrolled in medical, dental, life and vision.

Speaker speaker_1: Right.

Speaker speaker_0: These insurance are not like major insurance. They already have a set amount that they're gonna pay. Anything above that amount will be your responsibility. To give you a good example, like if you go to your doctor's office, um, the insurance is gonna be paying \$50 towards the visit. Oh, no, I'm sorry. Hmm. Give me one second.

Speaker speaker_1: Okay. I wonder if you can email me-

Speaker speaker_0: we have-

Speaker speaker_1: ... the benefits so I can look at it so my wife can actually check them.

Speaker speaker_0: The guide? Yes, I could send you a benefit guide. I'm just trying to see. VIP Plus. Okay. So the VIP is pa- is standard. The, the benefit you have, if you go to your doctor's office it's gonna cover \$50 towards the visit.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: And 10 more visits per year.

Speaker speaker_1: Is that the co-pay?

Speaker speaker_0: No, sir. That's what the insurance is gonna cover. They do not-

Speaker speaker_1: So there's no co-pay?

Speaker speaker_0: ... have, they do not have co-pay. The only one that-

Speaker speaker_1: What is not-

Speaker speaker_0: ... has a co-pay is the vision plan. Like I said, they have the, uh, the set amount...

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... that they're gonna pay. Anything else, it will be your responsibility. So and then-

Speaker speaker_1: So the company's gonna pay 50... I'm sorry.

Speaker speaker_0: Huh?

Speaker speaker_1: Go ahead.

Speaker speaker_0: Go ahead. Go ahead. I'm sorry.

Speaker speaker_1: I'll say it's 50. Good. Then the company's gonna pay, pay \$50 when I go see my doctor.

Speaker speaker_0: The insurance? Yeah.

Speaker speaker_1: And that, is that also gonna c- is that also gonna cover my medications, my prescriptions?

Speaker speaker_0: They, um-They'll cover- they have different amount that you will have to pay depending on the medication. Um, on the information that I'm going to send you, the ID card, um, benefit guide, there is a name of Pharma Bill. You can give them a call and tell them the medications that you have and they will let you know how much they're going to cover and how much will be your responsibility.

Speaker speaker_1: Okay, I think you just said it.

Speaker speaker_0: All right. So the email will be coming in from info@benefits in a card. Check your spam and junk mail.

Speaker speaker_1: Okay.

Speaker speaker_0: And if you... let me see here. After you read the benefit guide, if you still want to make any changes, you have until the 4th of April to do so.

Speaker speaker_1: Okay.

Speaker speaker_0: All right? Anything else I can do for you, sir?

Speaker speaker_1: No, I'm thinking right now. Uh...

Speaker speaker_0: All right, thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: Okay, where is your company, uh, from? What, what is your company from?

Speaker speaker_0: Our company?

Speaker speaker_1: Yes, yours.

Speaker speaker_0: We are the administrator for the health insurance for, um, workforce, WorkSource.

Speaker speaker_1: I know, what state, what state are you from? What state is this company from?

Speaker speaker_0: Oh, West Coast in South Carolina, sir.

Speaker speaker_1: South Carolina? Okay. Okay.

Speaker speaker_0: All right.

Speaker speaker_1: And when should I expe- oh, so y- is that, is that going to be on my phone anytime soon today or tomorrow or-

Speaker speaker_0: I already sent you the benefit guide. Check your spam and junk mail. But the ID cards, they're not generated in our system yet. We got to wait until, uh, they start, the benefits are active next week. And I believe by Thursday we should be able to have their ID in our system, and we could email it to you but you need to give us a call.

Speaker speaker_1: Okay. Uh, so a sec- why do you have... what I see here is the same number I just called you on.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Uh, okay.

Speaker speaker_0: All right?

Speaker speaker_1: All right, thank you. Bye.

Speaker speaker_0: Thank you.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Have a great weekend.

Speaker speaker_1: Bye-bye. You too. Thank you.