

Transcript: Pamela

Blanc-4924025069846528-5268917755265024

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, thank you for calling Benefits in a Card, this is Pamela speaking how may I help you? Hey, Pamela, this is Jesse Makris, I work for American Staff Corps. I'm just trying to see if I have the insurance coverage or not. Who do you say you work for, sir? American Staff Corps. May I have the last four digits of your Social? Uh, 9517. Can you repeat that for me, sir? 9517. Mr. Makris, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? Fuck, I don't know which address is on there. Um, is it 313 North Locust Street, Fairland, Oklahoma, 74343 and then date of birth is September 5th, 2001. Thank you for the information. We have a t- a telephone number on file, 345-4635. And your email- Yeah, that's the one. ... is your first name, your last name with the extra S at gmail.com. Yeah. That's the one. Okay. Yes, you are enrolled in the health benefits, um, see. You are enrolled in the Stay Healthy plan. Okay, if I went to the doctor right now because I'm feeling sick, what would that cover? Well, these are for preventive care. You are responsible to pay for the doctor's visit. You have to go to a participating provider, and, um... Did you receive your ID card, sir? No. So, I could send you the ID card to your email. On the ID card it's gonna be a number that you could call, and this multi-plan- Okay. There you will gonna find the providers that are closer to you. Make sure you go to a participating provider in order for the procedures to be covered 100%. And it is for preventive care. Um- Okay, preventive, like is that... So if I have the flu right now, and I go to MedWise, does that cover it? Um, I cannot- For the visit or the medication or anything? Well, if they do have a prescription plan included in it that you don't have to pay extra for it. But- Okay, so I have to pay for the doctor visit though? Yes, sir. Good Lord, that's just weird. Okay, yeah, can you email me that please? Okay. Sure. It's that these insurance are not like major insurance, um, so they are very basic. All right. Kinda sounds like I'm paying it for no reason. The email... So the email will be coming in from info@benefitsinacard. Check your spam and junk mail, it might go there. Okay. I'm generating the email as we speak. Okay. Is there anything else besides this that you need help with, sir? Nope, I'm okay. Thank you. All right, thank you for giving us a call, happy to You have a good evening. You too.

Conversation Format

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

Speaker speaker_1: Hi, thank you for calling Benefits in a Card, this is Pamela speaking how may I help you?

Speaker speaker_2: Hey, Pamela, this is Jesse Makris, I work for American Staff Corps. I'm just trying to see if I have the insurance coverage or not.

Speaker speaker_1: Who do you say you work for, sir?

Speaker speaker_2: American Staff Corps.

Speaker speaker_1: May I have the last four digits of your Social?

Speaker speaker_2: Uh, 9517.

Speaker speaker_1: Can you repeat that for me, sir?

Speaker speaker_2: 9517.

Speaker speaker_1: Mr. Makris, 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: Fuck, I don't know which address is on there. Um, is it 313 North Locust Street, Fairland, Oklahoma, 74343 and then date of birth is September 5th, 2001.

Speaker speaker_1: Thank you for the information. We have a t- a telephone number on file, 345-4635. And your email-

Speaker speaker_2: Yeah, that's the one.

Speaker speaker_1: ... is your first name, your last name with the extra S at gmail.com.

Speaker speaker_2: Yeah. That's the one.

Speaker speaker_1: Okay. Yes, you are enrolled in the health benefits, um, see. You are enrolled in the Stay Healthy plan.

Speaker speaker_2: Okay, if I went to the doctor right now because I'm feeling sick, what would that cover?

Speaker speaker_1: Well, these are for preventive care. You are responsible to pay for the doctor's visit. You have to go to a participating provider, and, um... Did you receive your ID card, sir?

Speaker speaker_2: No.

Speaker speaker_1: So, I could send you the ID card to your email. On the ID card it's gonna be a number that you could call, and this multi-plan-

Speaker speaker_2: Okay.

Speaker speaker_1: There you will gonna find the providers that are closer to you. Make sure you go to a participating provider in order for the procedures to be covered 100%. And it is for preventive care. Um-

Speaker speaker_2: Okay, preventive, like is that... So if I have the flu right now, and I go to MedWise, does that cover it?

Speaker speaker_1: Um, I cannot-

Speaker speaker_2: For the visit or the medication or anything?

Speaker speaker_1: Well, if they do have a prescription plan included in it that you don't have to pay extra for it. But-

Speaker speaker_2: Okay, so I have to pay for the doctor visit though?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Good Lord, that's just weird. Okay, yeah, can you email me that please?

Speaker speaker_1: Okay. Sure. It's that these insurance are not like major insurance, um, so they are very basic.

Speaker speaker_2: All right. Kinda sounds like I'm paying it for no reason.

Speaker speaker_1: The email... So the email will be coming in from info@benefitsinacard. Check your spam and junk mail, it might go there.

Speaker speaker_2: Okay.

Speaker speaker_1: I'm generating the email as we speak. Okay. Is there anything else besides this that you need help with, sir?

Speaker speaker_2: Nope, I'm okay. Thank you.

Speaker speaker_1: All right, thank you for giving us a call, happy to

Speaker speaker_2: You have a good evening.

Speaker speaker_1: You too.