

Transcript: Pamela

Blanc-5057299102515200-4517151801556992

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello? How may I help you? Oh, hi there. Um, I just received my card today and it said that, um- uh, for me to activate it, I need to call you guys? To activate your card? Yes, ma'am. Um, well, we represent the insurance, health insurance. And our cards, you don't need to activate it. It's just medical. So, this medical... Uh, I'm sorry, like, I just came with the card. Nothing else, like, the paper is empty. So what's, uh, comes in the card, ma'am, like is there dental, um...? Well, it says IMA 90 degree. Yes, ma'am. 90 degrees, uh... Okay. So that's a preventive care plan. And just for your preventive care, it does not include vision or dental. What's the name of the staffing agency you work for? Uh, Search, ma'am. Yeah. Search Auto enroll you in the health insurance, only preventive. On the card, it's, um... On the card, it's a number called MultiPlan or a website. You could call there or go online and find the doctors in your area. And- and when I go to the doctor, do I just- I show this card, and do I still have to pay? Yes. The insurance company will cover 100% with your preventive care, but you are responsible to pay for the doctor's visit. Gotcha. Okay. Right. Anything else I can do for you, sir? No, ma'am. Thank you so much, ma'am. Thank you for giving us a call. Have a great rest of your day. You too, ma'am. Bye-bye.

Conversation Format

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

Speaker speaker_2: Hello?

Speaker speaker_1: How may I help you?

Speaker speaker_2: Oh, hi there. Um, I just received my card today and it said that, um- uh, for me to activate it, I need to call you guys?

Speaker speaker_1: To activate your card?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Um, well, we represent the insurance, health insurance. And our cards, you don't need to activate it. It's just medical.

Speaker speaker_2: So, this medical... Uh, I'm sorry, like, I just came with the card. Nothing else, like, the paper is empty. So what's, uh, comes in the card, ma'am, like is there dental, um...?

Speaker speaker_1: Well, it says IMA 90 degree.

Speaker speaker_2: Yes, ma'am. 90 degrees, uh...

Speaker speaker_1: Okay. So that's a preventive care plan. And just for your preventive care, it does not include vision or dental. What's the name of the staffing agency you work for?

Speaker speaker_2: Uh, Search, ma'am.

Speaker speaker_1: Yeah. Search Auto enroll you in the health insurance, only preventive. On the card, it's, um... On the card, it's a number called MultiPlan or a website. You could call there or go online and find the doctors in your area.

Speaker speaker_2: And- and when I go to the doctor, do I just- I show this card, and do I still have to pay?

Speaker speaker_1: Yes. The insurance company will cover 100% with your preventive care, but you are responsible to pay for the doctor's visit.

Speaker speaker_2: Gotcha. Okay.

Speaker speaker_1: Right. Anything else I can do for you, sir?

Speaker speaker_2: No, ma'am. Thank you so much, ma'am.

Speaker speaker_1: Thank you for giving us a call. Have a great rest of your day.

Speaker speaker_2: You too, ma'am. Bye-bye.