

Transcript: Pamela

Blanc-5151752853078016-6536847124021248

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... this is. Pamela speaking, how may I help you? Hello. Um, I, I, I work with ACC Health Care and they told me to call this number to, um, inquire about benefits. Yes. We are the administrator for the health insurance that they offer. Um... Yes, ma'am. Would you like to enroll in the health benefits? Yes, ma'am. I have the last four digits of your social. 4182. First and last name? Dejah Thompson. When did you start working for ACC? Um, two weeks ago. This is the third week. You said Thompson is your last name? Thompson. And, and you said the last name was 4182, just to make sure? 'Cause I, I do have- Oh, yes, ma'am. 4182, yes, ma'am. Your profile is not showing up. Would you mind if we look you up with the whole social? Yes, ma'am. That's fine. At- 420... ... 820? 420. Mm-hmm. 55... 55... 4182. 420-55-4182. Yes, ma'am. So we have received your file. If you would like, we can go ahead and create one now. You know what plans- That's fine. ... you're enrolling in? Um, well, I have, um, family planning for Medicaid but I want the, um, I, I do want Medicaid. Like the, the rest of the benefits from Medicaid, instead of just family planning. Like I wanna... All in my health insurance. So this insurance are not like major insurance. Um, they- Okay. ... already have an amount that they're gonna pay. Anything above that amount will be your responsibility. For example, one of the plans that they offer, um, it's called the BIP Plus, and then they have the BIP Prime. The BIP Plus costs \$31.71 and the BIP Prime, it costs \$43.41. Let's say you choose their BIP Plus, if you decide to go to the doctor's office, the insurance only gonna cover \$100 towards that visit. The insure, the Prime will cover 150. That's how it works. Will the, um, will it... So the, with the Plus, will it cover my medicine? Um, they do have, um, they will cover it according to medication. Mm-hmm. Either 10, 20 or \$30. Um, and they also offer a free Rx plan which you'll pay fif- 5.99 and- Mm-hmm. ... your medication, it has to be generics for them to pay from, um, and you won't have to pay anything else. It will be covered. Okay. Well- Sorry. Well, uh, I'd like to get that started in, like, two weeks 'cause, could you guys call me back in two weeks and, um, I can just open my account? For the Plus? So we could go ahead and create the, the file now. Yes, ma'am. I could email you if, if you have an email, I could email you a benefit guide so you could see all the plans and prices. That way, uh, you, you know, you take your time to review it. Yeah, sure. Right. So I'm gonna need your date of birth. January 9th, 2003. Can you spell your first name just to make sure I have it correct? D-A-E-J-A-H. Um, Ms. Thompson? Yes, ma'am. Is the phone number you called in a good number to reach you? Yes, ma'am. Now what we need is a mailing address. Um, 5307 Owasso Road, Evergreen, Alabama, 36401. I'm gonna need you to repeat that address, I'm sorry. 530... It's okay. 5307 Owasso Road, Evergreen, Alabama, 36401. Okay. So, um, and what's the email? A-U-D-I-O-D-A-E-2-2-2@gmail.com. The email will be coming in from info@benefitsintercard, check your spam and junk mail, it might go there. And you have 30 days from your first

paycheck to give us a call. Okay, thank you. Right. Thank you for giving us a call. Have a great rest of the day. You too.

Conversation Format

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

Speaker speaker_1: ... this is.

Speaker speaker_2: Pamela speaking, how may I help you?

Speaker speaker_1: Hello. Um, I, I, I work with ACC Health Care and they told me to call this number to, um, inquire about benefits.

Speaker speaker_2: Yes. We are the administrator for the health insurance that they offer. Um...

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Would you like to enroll in the health benefits?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: I have the last four digits of your social.

Speaker speaker_1: 4182.

Speaker speaker_2: First and last name?

Speaker speaker_1: Dejah Thompson.

Speaker speaker_2: When did you start working for ACC?

Speaker speaker_1: Um, two weeks ago. This is the third week.

Speaker speaker_2: You said Thompson is your last name?

Speaker speaker_1: Thompson.

Speaker speaker_2: And, and you said the last name was 4182, just to make sure? 'Cause I, I do have-

Speaker speaker_1: Oh, yes, ma'am. 4182, yes, ma'am.

Speaker speaker_2: Your profile is not showing up. Would you mind if we look you up with the whole social?

Speaker speaker_1: Yes, ma'am. That's fine.

Speaker speaker_2: At-

Speaker speaker_1: 420...

Speaker speaker_2: ... 820?

Speaker speaker_1: 420.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: 55...

Speaker speaker_2: 55...

Speaker speaker_1: 4182.

Speaker speaker_2: 420-55-4182.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: So we have received your file. If you would like, we can go ahead and create one now. You know what plans-

Speaker speaker_1: That's fine.

Speaker speaker_2: ...

Speaker speaker_3: you're enrolling in?

Speaker speaker_1: Um, well, I have, um, family planning for Medicaid but I want the, um, I, I do want Medicaid. Like the, the rest of the benefits from Medicaid, instead of just family planning. Like I wanna... All in my health insurance.

Speaker speaker_2: So this insurance are not like major insurance. Um, they-

Speaker speaker_1: Okay.

Speaker speaker_2: ... already have an amount that they're gonna pay. Anything above that amount will be your responsibility. For example, one of the plans that they offer, um, it's called the BIP Plus, and then they have the BIP Prime. The BIP Plus costs \$31.71 and the BIP Prime, it costs \$43.41. Let's say you choose their BIP Plus, if you decide to go to the doctor's office, the insurance only gonna cover \$100 towards that visit. The insure, the Prime will cover 150. That's how it works.

Speaker speaker_1: Will the, um, will it... So the, with the Plus, will it cover my medicine?

Speaker speaker_2: Um, they do have, um, they will cover it according to medication.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Either 10, 20 or \$30. Um, and they also offer a free Rx plan which you'll pay fif- 5.99 and-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... your medication, it has to be generics for them to pay from, um, and you won't have to pay anything else. It will be covered.

Speaker speaker_1: Okay. Well-

Speaker speaker_3: Sorry.

Speaker speaker_1: Well, uh, I'd like to get that started in, like, two weeks 'cause, could you guys call me back in two weeks and, um, I can just open my account? For the Plus?

Speaker speaker_2: So we could go ahead and create the, the file now.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: I could email you if, if you have an email, I could email you a benefit guide so you could see all the plans and prices. That way, uh, you, you know, you take your time to review it.

Speaker speaker_1: Yeah, sure.

Speaker speaker_2: Right. So I'm gonna need your date of birth.

Speaker speaker_1: January 9th, 2003.

Speaker speaker_2: Can you spell your first name just to make sure I have it correct?

Speaker speaker_1: D-A-E-J-A-H.

Speaker speaker_2: Um, Ms. Thompson?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Is the phone number you called in a good number to reach you?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Now what we need is a mailing address.

Speaker speaker_1: Um, 5307 Owasso Road, Evergreen, Alabama, 36401.

Speaker speaker_2: I'm gonna need you to repeat that address, I'm sorry.

Speaker speaker_1: 530... It's okay. 5307 Owasso Road, Evergreen, Alabama, 36401.

Speaker speaker_2: Okay. So, um, and what's the email?

Speaker speaker_1: A-U-D-I-O-D-A-E-2-2-2@gmail.com.

Speaker speaker_2: The email will be coming in from info@benefitsintercard, check your spam and junk mail, it might go there. And you have 30 days from your first paycheck to give us a call.

Speaker speaker_1: Okay, thank you.

Speaker speaker_2: Right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: You too.