

Transcript: Pamela

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Full Transcript

You have called Benefits Center Card. This is Pamela speaking. How may I help you? Yes, um, I had gotten a text, um, about a few days ago telling me to... about, um, I have 30 days to file for benefits, something like that? Okay. To enroll for the benefits? We are the administrator for health insurance for staffing agency. So- Yeah. ... if you're currently working for them or applied for them, they will send this text automatically to remind you that you're enrolled in the benefit. Yeah. And what's the name of the staffing agency you work for? Uh, Partnered Personnel. Are you interested in en- enrolling in the benefits? Um, you'll pay according of what you choose and they will be deducting it from your paycheck every week. Uh-huh. Um- What, what are the benefits you guys offer? Medical, dental, vision. That's what I'm- What, what do you guys have... Oh, okay, what do you guys have for dental? They only, um, offer one plan. Uh. Yeah. Of course, these are not like major insurance. Um- Yeah. ... with dental, for example, what they have is like your basic cleaning and check-ups, x-ray will be covered 100%. Yeah. One every six months. Then you are, um, basic dental work such as filling, extractions will be covered 80% after you pay the \$50 deductible. They do not cover any major services like crowns, root canal, braces, any of those. Oh. Oh, okay, okay. Then I, I just stay with my, with my own insurance then. I was just wondering what it, it was for 'cause I had got the text, you know. No problem. Thank you for giving us a call. Okay, thank you. You have a good day.

Conversation Format

Speaker speaker_0: You have called Benefits Center Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Yes, um, I had gotten a text, um, about a few days ago telling me to... about, um, I have 30 days to file for benefits, something like that?

Speaker speaker_0: Okay.

Speaker speaker_1: To enroll for the benefits?

Speaker speaker_0: We are the administrator for health insurance for staffing agency. So-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... if you're currently working for them or applied for them, they will send this text automatically to remind you that you're enrolled in the benefit.

Speaker speaker_1: Yeah.

Speaker speaker_0: And what's the name of the staffing agency you work for?

Speaker speaker_1: Uh, Partnered Personnel.

Speaker speaker_0: Are you interested in en- enrolling in the benefits? Um, you'll pay according of what you choose and they will be deducting it from your paycheck every week.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Um-

Speaker speaker_1: What, what are the benefits you guys offer?

Speaker speaker_0: Medical, dental, vision. That's what I'm-

Speaker speaker_1: What, what do you guys have... Oh, okay, what do you guys have for dental?

Speaker speaker_0: They only, um, offer one plan. Uh.

Speaker speaker_1: Yeah.

Speaker speaker_0: Of course, these are not like major insurance. Um-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... with dental, for example, what they have is like your basic cleaning and check-ups, x-ray will be covered 100%.

Speaker speaker_1: Yeah.

Speaker speaker_0: One every six months. Then you are, um, basic dental work such as filling, extractions will be covered 80% after you pay the \$50 deductible. They do not cover any major services like crowns, root canal, braces, any of those.

Speaker speaker_1: Oh. Oh, okay, okay. Then I, I just stay with my, with my own insurance then. I was just wondering what it, it was for 'cause I had got the text, you know.

Speaker speaker_0: No problem. Thank you for giving us a call.

Speaker speaker_1: Okay, thank you. You have a good day.