

Transcript: Pamela

Blanc-5239003435450368-6393399779213312

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello, your call has been forwarded to our business department. This is Pamela speaking, how may I help you? Hi, I was calling to see if I can enroll myself in my works insurance? I see. All right, and who do you work for? Um, I work through Surge Staffing. All right. May I have the last four digits of your Social? Seven, zero, two, five. First and last name? Dashia Ajian, D-A-S-H-I-A and I... or, I was going to spell my middle name. A-J-I-A-N. Okay. Miss Ajian, for security reasons and just to make sure we are in the correct file, we need to verify your complete address and date of birth. Okay. Um, it's 208 Dorchester Street, Ashland, Ohio, and my date of birth is 1-30-2004. Thank you for that information. We have a telephone number on file. Is it a 7007 number? No. Is it an, um, 567... No, no. I'll, I'll give it to you. I just want to make sure it's, it's correct. 567-203-8672. No, that's my old number. Can we update that? Yeah, is the one you're phoning from a good number? Yes, ma'am. Okay. And the email we have is your first name, Nicole- dashianicole@icloud.com. Yes. So I see that you are enrolled in the State Healthy Plan? I'm already enrolled? In a preventive care plan is there. Um, search through the adult enrollment. So I have insurance? Yes, you have a preventive care plan. If we, um... This plan, the way it works, um, you are responsible to pay for the doctor's visit and the insurance going to cover 100% your preventive care, um, procedures. And you have to use a participating provider in order for the procedures to be covered 100%. Okay. You haven't received your ID card? No, I haven't. Is your ZIP code 44805, right? Yes, ma'am. What I could do, I could email you, um, an ID card and I could request a new one to be sent out to you. Yeah, that would work. Okay. So the email will be coming in from info.benefits in a card. Check your spam and junk mail, it might go there. My spam? Yeah, yeah. It might go there. I haven't sent it out, I'm just letting you know. Um, and on the card you're going to roll... Or with the email, you're going to see a number and a website called Multi- MultiPlan. That's where you're going to call and find out which providers are in your area. All right, ma'am? Okay. All right. Is there anything else I could do for you, ma'am? No, thank you. Thank you for giving us a call. Have a great rest of the day. All right, thank you.

Conversation Format

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

Speaker speaker_2: Hello, your call has been forwarded to our business department. This is Pamela speaking, how may I help you?

Speaker speaker_1: Hi, I was calling to see if I can enroll myself in my works insurance?

Speaker speaker_2: I see. All right, and who do you work for?

Speaker speaker_1: Um, I work through Surge Staffing.

Speaker speaker_2: All right. May I have the last four digits of your Social?

Speaker speaker_1: Seven, zero, two, five.

Speaker speaker_2: First and last name?

Speaker speaker_1: Dashia Ajian, D-A-S-H-I-A and I... or, I was going to spell my middle name. A-J-I-A-N.

Speaker speaker_2: Okay. Miss Ajian, for security reasons and just to make sure we are in the correct file, we need to verify your complete address and date of birth.

Speaker speaker_1: Okay. Um, it's 208 Dorchester Street, Ashland, Ohio, and my date of birth is 1-30-2004.

Speaker speaker_2: Thank you for that information. We have a telephone number on file.

Speaker speaker_1: Is it a 7007 number?

Speaker speaker_2: No.

Speaker speaker_1: Is it an, um, 567...

Speaker speaker_2: No, no. I'll, I'll give it to you. I just want to make sure it's, it's correct. 567-203-8672.

Speaker speaker_1: No, that's my old number. Can we update that?

Speaker speaker_2: Yeah, is the one you're phoning from a good number?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. And the email we have is your first name, Nicole-

Speaker speaker_1: dashianicole@icloud.com.

Speaker speaker_2: Yes. So I see that you are enrolled in the State Healthy Plan?

Speaker speaker_1: I'm already enrolled?

Speaker speaker_2: In a preventive care plan is there. Um, search through the adult enrollment.

Speaker speaker_1: So I have insurance?

Speaker speaker_2: Yes, you have a preventive care plan. If we, um... This plan, the way it works, um, you are responsible to pay for the doctor's visit and the insurance going to cover 100% your preventive care, um, procedures. And you have to use a participating provider in order for the procedures to be covered 100%.

Speaker speaker_1: Okay.

Speaker speaker_2: You haven't received your ID card?

Speaker speaker_1: No, I haven't.

Speaker speaker_2: Is your ZIP code 44805, right?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: What I could do, I could email you, um, an ID card and I could request a new one to be sent out to you.

Speaker speaker_1: Yeah, that would work.

Speaker speaker_2: Okay. So the email will be coming in from info.benefits in a card. Check your spam and junk mail, it might go there.

Speaker speaker_1: My spam?

Speaker speaker_2: Yeah, yeah. It might go there. I haven't sent it out, I'm just letting you know. Um, and on the card you're going to roll... Or with the email, you're going to see a number and a website called Multi- MultiPlan. That's where you're going to call and find out which providers are in your area. All right, ma'am?

Speaker speaker_1: Okay. All right.

Speaker speaker_2: Is there anything else I could do for you, ma'am?

Speaker speaker_1: No, thank you.

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

Speaker speaker_1: All right, thank you.