

## **Transcript: Pamela**

**Blanc-5352537829720064-5750951243464704**

### **Full Transcript**

... chicken scratch and growin'. Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Yeah, uh, I, um, got this insurance and I don't know how to use it. I mean, do we get a card or how it work? Where, where can we find the information? Right. So if you put... Who do you work for, sir, first? Um, HG Staffing. HG Staffing. Okay. So if they, um, if you got involved, the ID cards arrive within 10 days after the benefits are active. Um- How many days? Seven to 10 business days. Okay. If you want, I could pull up your file and see the status of the enrollment? Yeah. Yeah. All right. May I have the last four digits of your social? 3339. 3339. And your first and last name? Dennis Hauck. Thank you. Mr. Hauck, for security reasons, just to make sure to that we are in the correct file, can you please verify your first, I mean, sorry, your mailing address and date of birth? It's, uh, 38 Turkey Creek Highway, Carteach, Tennessee. And what was the phone number? What's this? 4679. The 80- Yeah, 4679. Thank you for the information. Um, so your enrollment's still pending. Um, the benefit will start the following Monday after we receive the first premium from the employer. And that's, after that, that's when the ID cards will arrive. So I have in the system that it's pending for Monday, the 24th. Um, but we have to receive the premium before that happens. Hm. So it came with the check. Yeah. But it's not Monday. But it already came out on the check. Yeah, it already came out my check. So it's not, it doesn't show in our system yet, into, um- Well, I got paid. They took it out this week. ... Monday. Okay. So um, if you want to give us a call back on Monday just to make sure we receive it and that the benefits are active. But what about here? What you're going to use? Last week, didn't they? All right. Let's, let's see. I don't think so. Okay. Ask them what number that comes with. Um, can you ask what all that comes with? What was that, sir? Like, what do you want, man? Hold on, that's my wife. What benefits come with that? Uh, what benefits come with it? Um- When we get to it, like when we get to it. You got enrolled in dental, vision, medical, and the free Rx plan. Do you just use that one card for all of it? Do you use just that one card for all of it? You will get two cards since you and your spouse are enrolled. And you get, uh, a card for each plan. Okay. Can you use them right away? Yeah, once you get it. And then once we get the cards, we can use them right away, right? Yes. You could use it before you get the cards as long as they're, um, active 72 hours after the benefits are active. Um, we... You could give us a call and we could, um, we could send you temporary ID cards to your email. Okay. So what day do you need to call? Monday. Monday is what? Well, that's when they come out. Now, is there like a copay and stuff for like when we go to the doctor and stuff or? No. These, um, the plan that you have or all the plans that they have, they already have a set amount that they's going to pay. Anything above that amount will be your responsibility. Okay. Do you have to use in-network doctors? Do you have to use in-network doctors? Um, that's what is recommended, but if you have a doctor and they accept it, you could go to that doctor. Yeah. There's some doctors won't take

it, so we'll let them know that. Mm-hmm. All right. Thank you, ma'am. We just wanted to- All right. We just had a few questions. Thank you for using Benefits in a Card. Have a great rest of the day. All right. You too. Bye. Bye.

## Conversation Format

Speaker speaker\_0: ... chicken scratch and growin'.

Speaker speaker\_1: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker\_0: Yeah, uh, I, um, got this insurance and I don't know how to use it. I mean, do we get a card or how it work? Where, where can we find the information?

Speaker speaker\_1: Right. So if you put... Who do you work for, sir, first?

Speaker speaker\_0: Um, HG Staffing.

Speaker speaker\_1: HG Staffing. Okay. So if they, um, if you got involved, the ID cards arrive within 10 days after the benefits are active. Um-

Speaker speaker\_0: How many days?

Speaker speaker\_1: Seven to 10 business days.

Speaker speaker\_0: Okay.

Speaker speaker\_1: If you want, I could pull up your file and see the status of the enrollment?

Speaker speaker\_2: Yeah.

Speaker speaker\_0: Yeah.

Speaker speaker\_1: All right. May I have the last four digits of your social?

Speaker speaker\_0: 3339.

Speaker speaker\_1: 3339. And your first and last name?

Speaker speaker\_0: Dennis Hauck.

Speaker speaker\_1: Thank you. Mr. Hauck, for security reasons, just to make sure to that we are in the correct file, can you please verify your first, I mean, sorry, your mailing address and date of birth?

Speaker speaker\_0: It's, uh, 38 Turkey Creek Highway, Carleach, Tennessee. And what was the phone number?

Speaker speaker\_1: What's this?

Speaker speaker\_0: 4679.

Speaker speaker\_1: The 80-

Speaker speaker\_0: Yeah, 4679.

Speaker speaker\_1: Thank you for the information. Um, so your enrollment's still pending. Um, the benefit will start the following Monday after we receive the first premium from the employer. And that's, after that, that's when the ID cards will arrive. So I have in the system that it's pending for Monday, the 24th. Um, but we have to receive the premium before that happens.

Speaker speaker\_2: Hm. So it came with the check.

Speaker speaker\_0: Yeah. But it's not Monday.

Speaker speaker\_2: But it already came out on the check.

Speaker speaker\_0: Yeah, it already came out my check.

Speaker speaker\_1: So it's not, it doesn't show in our system yet, into, um-

Speaker speaker\_0: Well, I got paid. They took it out this week.

Speaker speaker\_1: ... Monday. Okay. So um, if you want to give us a call back on Monday just to make sure we receive it and that the benefits are active.

Speaker speaker\_0: But what about here? What you're going to use? Last week, didn't they?

Speaker speaker\_1: All right.

Speaker speaker\_2: Let's, let's see. I don't think so.

Speaker speaker\_0: Okay.

Speaker speaker\_2: Ask them what number that comes with.

Speaker speaker\_0: Um, can you ask what all that comes with?

Speaker speaker\_1: What was that, sir?

Speaker speaker\_0: Like, what do you want, man? Hold on, that's my wife.

Speaker speaker\_2: What benefits come with that?

Speaker speaker\_0: Uh, what benefits come with it?

Speaker speaker\_1: Um-

Speaker speaker\_0: When we get to it, like when we get to it.

Speaker speaker\_1: You got enrolled in dental, vision, medical, and the free Rx plan.

Speaker speaker\_2: Do you just use that one card for all of it?

Speaker speaker\_0: Do you use just that one card for all of it?

Speaker speaker\_1: You will get two cards since you and your spouse are enrolled. And you get, uh, a card for each plan.

Speaker speaker\_0: Okay.

Speaker speaker\_2: Can you use them right away?

Speaker speaker\_0: Yeah, once you get it. And then once we get the cards, we can use them right away, right?

Speaker speaker\_1: Yes. You could use it before you get the cards as long as they're, um, active 72 hours after the benefits are active. Um, we... You could give us a call and we could, um, we could send you temporary ID cards to your email.

Speaker speaker\_2: Okay. So what day do you need to call?

Speaker speaker\_0: Monday.

Speaker speaker\_2: Monday is what?

Speaker speaker\_0: Well, that's when they come out. Now, is there like a copay and stuff for like when we go to the doctor and stuff or?

Speaker speaker\_1: No. These, um, the plan that you have or all the plans that they have, they already have a set amount that they's going to pay. Anything above that amount will be your responsibility.

Speaker speaker\_0: Okay.

Speaker speaker\_2: Do you have to use in-network doctors?

Speaker speaker\_0: Do you have to use in-network doctors?

Speaker speaker\_1: Um, that's what is recommended, but if you have a doctor and they accept it, you could go to that doctor.

Speaker speaker\_0: Yeah. There's some doctors won't take it, so we'll let them know that.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_0: All right. Thank you, ma'am. We just wanted to-

Speaker speaker\_1: All right.

Speaker speaker\_0: We just had a few questions.

Speaker speaker\_1: Thank you for using Benefits in a Card. Have a great rest of the day.

Speaker speaker\_0: All right. You too. Bye.

Speaker speaker\_1: Bye.