Transcript: Pamela Blanc-5364359043399680-6740788419149824

Full Transcript

Thank you for calling Benefits in your Car. This is Pamela speaking. How may I help? Yeah, I got a text message from, um, in regards to my benefits. Um, it said that I was supposed to get an email, and if I didn't have a, an, an email for the open enrollment, um, to call this number, so I'm just calling this number to- Okay. ... make sure that I don't miss anything. Who do you work for? Um, Skilled Trades, Superior Skilled Trades. May I have the last four digits of your Social? 6798. Your first and last name, sir. First name is Patrick, last name is Arrigo, that's spelled A-R-R-I-G-O. Thank you, Mr. Arrigo. For security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? Yes. My address is 11110 Longley Road, Iowa Park, Texas. My date of birth is 10/15/'89. Thank you for the information. We have a phone number on file, 661-886-1269. And your email is your first and last name, arrigo@... That's correct. Right. So, I see here that, um, we have a pending enrollment for you and your child. Mm-hmm. But we do not have your child's information. Uh, we're going to need his first, last name, um, Social Security number, date of birth and gender. Okay. Um, I don't know how that could be, because they both have insurance right now under me. Uh, I didn't file for new. We... Mm, I understand. But we are, um, we're going to be representing... Well, we are administrating SST health insurance. So, they are in the transition from your, probably from your previous- Mm-hmm. ... um, carrier to us. Okay. And the information that came through, it was just yours and the enrollment, but not your child's information. But if you would like, you could come- Okay. ... contact them and, um, and confirm the information and then you should be able to go back. But you have until May 30th to make changes. Okay. Um, I have all of their information other than their Social Security numbers. I don't have those right off the top hand. Um, and I don't have 'em with me. We'll go ahead and- So... ... add them and later on you can call back with their Social. Okay. So, you can reach out to them for all that information? No, no. Um, what I need you to do- You need me to call you back with that information? Yes. So, we will go ahead and enroll them without the Social now, we'll add it to their enrollment that you have already. And then later on, you can call back for that in- the rest of the information. Okay. Yeah, that's, that should work. May I have the first name of the first child that you want to add? Yes. It's going to be Lucas. Last name? Uh, same as mine, Arrigo, A-R-R-I-G-O. Okay. His date of birth? Sir? Yes. His date of birth? Uh, 05/19/11. Mm-mm, '14. Oh, '14, sorry. '14. Okay. The next child? Is Gage. Can you spell it for me just to make sure I get it correct? G-A-G-E. Right. And same- And last name? Yep. Okay. 01/12/2024. 2024. All right, so we have both of them. Yeah. Is there any other child? That's it. Okay. So, the benefits are pending for the first premium from your employer. Um, as soon as we receive the premium, the following Monday, the benefits will be active. And let's see what else I need here. Then ID card will be generated in the system and will be mailed out to you within seven to 10 days. The actual, um, ID card for your

medical, it will go to the email we have on file. They do not send physical. You have to request it if you needed one. But the dental, vision, those will go to the mailing address. Also, you have the life insurance. Who do you want to name- What's that? ... as beneficiary for the life insurance? Which one did we say? Oh. Um... Uh, uh, Lucas Arrigo. All right. Mm-hmm. We got that all set. Is there anything else I could do for you, sir? No. So just to confirm, I'll get physical cards in the mail? You will get physical- Or I will not? No. Yeah. For... The only one that you're not going to get physical is your medical card, but dental, vision, it will go to your mailing address. The carrier do not, um, send physical unless you request it, but to request the ID card, the benefits need to be active first. Okay. Mm-hmm. All right? All right. Thank you for giving us a call today, sir. Have a great rest of the day. Thank you. You, too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in your Car. This is Pamela speaking. How may I help?

Speaker speaker_1: Yeah, I got a text message from, um, in regards to my benefits. Um, it said that I was supposed to get an email, and if I didn't have a, an, an email for the open enrollment, um, to call this number, so I'm just calling this number to-

Speaker speaker_0: Okay.

Speaker speaker_1: ... make sure that I don't miss anything.

Speaker speaker_0: Who do you work for?

Speaker speaker_1: Um, Skilled Trades, Superior Skilled Trades.

Speaker speaker_0: May I have the last four digits of your Social?

Speaker speaker_1: 6798.

Speaker speaker_0: Your first and last name, sir.

Speaker speaker_1: First name is Patrick, last name is Arrigo, that's spelled A-R-R-I-G-O.

Speaker speaker_0: Thank you, Mr. Arrigo. For security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: Yes. My address is 11110 Longley Road, Iowa Park, Texas. My date of birth is 10/15/'89.

Speaker speaker_0: Thank you for the information. We have a phone number on file, 661-886-1269. And your email is your first and last name, arrigo@...

Speaker speaker_1: That's correct.

Speaker speaker_0: Right. So, I see here that, um, we have a pending enrollment for you and your child.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: But we do not have your child's information. Uh, we're going to need his first, last name, um, Social Security number, date of birth and gender.

Speaker speaker_1: Okay. Um, I don't know how that could be, because they both have insurance right now under me. Uh, I didn't file for new.

Speaker speaker_0: We... Mm, I understand. But we are, um, we're going to be representing... Well, we are administrating SST health insurance. So, they are in the transition from your, probably from your previous-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... um, carrier to us.

Speaker speaker_1: Okay.

Speaker speaker_0: And the information that came through, it was just yours and the enrollment, but not your child's information. But if you would like, you could come-

Speaker speaker_1: Okay.

Speaker speaker_0: ... contact them and, um, and confirm the information and then you should be able to go back. But you have until May 30th to make changes.

Speaker speaker_1: Okay. Um, I have all of their information other than their Social Security numbers. I don't have those right off the top hand. Um, and I don't have 'em with me.

Speaker speaker_0: We'll go ahead and-

Speaker speaker_1: So...

Speaker speaker_0: ... add them and later on you can call back with their Social.

Speaker speaker_1: Okay. So, you can reach out to them for all that information?

Speaker speaker_0: No, no. Um, what I need you to do-

Speaker speaker_1: You need me to call you back with that information?

Speaker speaker_0: Yes. So, we will go ahead and enroll them without the Social now, we'll add it to their enrollment that you have already. And then later on, you can call back for that in- the rest of the information.

Speaker speaker_1: Okay. Yeah, that's, that should work.

Speaker speaker_0: May I have the first name of the first child that you want to add?

Speaker speaker_1: Yes. It's going to be Lucas.

Speaker speaker_0: Last name?

Speaker speaker_1: Uh, same as mine, Arrigo, A-R-R-I-G-O.

Speaker speaker_0: Okay. His date of birth? Sir?

Speaker speaker_1: Yes.

Speaker speaker_0: His date of birth?

Speaker speaker_1: Uh, 05/19/11.

Speaker speaker_0: Mm-mm, '14.

Speaker speaker_1: Oh, '14, sorry.

Speaker speaker_0: '14. Okay. The next child?

Speaker speaker_1: Is Gage.

Speaker speaker_0: Can you spell it for me just to make sure I get it correct?

Speaker speaker_1: G-A-G-E.

Speaker speaker_0: Right.

Speaker speaker_1: And same-

Speaker speaker_0: And last name?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay.

Speaker speaker_1: 01/12/2024.

Speaker speaker_0: 2024. All right, so we have both of them.

Speaker speaker_1: Yeah.

Speaker speaker_0: Is there any other child?

Speaker speaker_1: That's it.

Speaker speaker_0: Okay. So, the benefits are pending for the first premium from your employer. Um, as soon as we receive the premium, the following Monday, the benefits will be active. And let's see what else I need here. Then ID card will be generated in the system and will be mailed out to you within seven to 10 days. The actual, um, ID card for your medical, it will go to the email we have on file. They do not send physical. You have to request it if you needed one. But the dental, vision, those will go to the mailing address. Also, you have the life insurance. Who do you want to name-

Speaker speaker_1: What's that?

Speaker speaker_0: ... as beneficiary for the life insurance?

Speaker speaker_2: Which one did we say?

Speaker speaker_1: Oh.

Speaker speaker_0: Um...

Speaker speaker_1: Uh, uh, Lucas Arrigo.

Speaker speaker_0: All right. Mm-hmm. We got that all set. Is there anything else I could do for you, sir?

Speaker speaker_1: No. So just to confirm, I'll get physical cards in the mail?

Speaker speaker_0: You will get physical-

Speaker speaker_1: Or I will not?

Speaker speaker_0: No. Yeah. For... The only one that you're not going to get physical is your medical card, but dental, vision, it will go to your mailing address. The carrier do not, um, send physical unless you request it, but to request the ID card, the benefits need to be active first.

Speaker speaker_1: Okay.

Speaker speaker_0: Mm-hmm. All right?

Speaker speaker_1: All right.

Speaker speaker_0: Thank you for giving us a call today, sir. Have a great rest of the day.

Speaker speaker_1: Thank you. You, too.

Speaker speaker_0: Bye-bye.