

## **Transcript: Pamela**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Medical Staffing Agency ... This is Pamela speaking. How may I help you? Hi, can I speak to customer service? We are customer service, sir. How may I help you? Okay. Um, I was wondering if, uh... So I'm through a temp agency right now and I'm getting health in- I mean, I'm getting dental insurance and I'm not enrolled in any health insurance. I was wondering if I can enroll in that. I will have to pull up your file and see if you are eligible to do so. May I have the last four digits of your Social? 6298. I couldn't hear you, sir. 6298. You... And what's the name of the staffing agency you work for? Time Staffing. Second. And your first and last name? Angel Lider. Okay, Mr. Lider. For security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. 1017 South Main Street, Apartment 14, Bowling Green, Ohio 43402 at birth 15/2000. You have a phone number of 926-5233 and email is angelider2552@gmail.com. Yes, ma'am. Okay. May I have, um... So I see that yes, you are enrolled in the dental. You would like to add what medical plan? Uh, health insurance. Which one of the ones that they offer? Do you know which one you want to enroll? What's the most expensive one? So we have one for- Oh. We have one for \$42.68 for a paycheck. Um, these insurance are not like major insurance. Um, they already have a set amount that they're going to pay. Anything above that amount will be your responsibility. They also have a MEB plan which is more like the traditional, and you do have a high deductible that you have to meet for \$6,500 before they start paying 100%. Okay. Um, have you seen the benefit guide? I have. Um, so what- what- what- what's... What are all the plans? Well, the plan that will cover you the most is that one, the MEB plan, after you meet the deductible. And then the Stay Healthy Enhanced which is \$42.68 for employee only. That's if when you have four visits per year to your doctor's office and a \$10 co-pay. Urgent care, you have a \$60 co-pay, same amount of visits and specialty \$50 with the same amount of visits per year should you sit in the hospital and it has that group accident included in the policy. Okay. Um, can I give you a call back later when I'm ready to decide? Sure. You have until- Okay. ... let's see, till the 31st of this month- Until what? To enroll? Yes, sir. Okay. All right. Anything else I can do for you? No, ma'am. Thank you for giving us a call. Have a good rest of your day. You too. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Medical Staffing Agency ... This is Pamela speaking. How may I help you?

Speaker speaker\_2: Hi, can I speak to customer service?

Speaker speaker\_1: We are customer service, sir. How may I help you?

Speaker speaker\_2: Okay. Um, I was wondering if, uh... So I'm through a temp agency right now and I'm getting health in- I mean, I'm getting dental insurance and I'm not enrolled in any health insurance. I was wondering if I can enroll in that.

Speaker speaker\_1: I will have to pull up your file and see if you are eligible to do so. May I have the last four digits of your Social?

Speaker speaker\_2: 6298.

Speaker speaker\_1: I couldn't hear you, sir.

Speaker speaker\_2: 6298.

Speaker speaker\_1: You... And what's the name of the staffing agency you work for?

Speaker speaker\_2: Time Staffing.

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

Speaker speaker\_2: Angel Lider.

Speaker speaker\_1: Okay, Mr. Lider. For security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker\_2: 1017 South Main Street, Apartment 14, Bowling Green, Ohio 43402 at birth 15/2000.

Speaker speaker\_1: You have a phone number of 926-5233 and email is angelider2552@gmail.com.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. May I have, um... So I see that yes, you are enrolled in the dental. You would like to add what medical plan?

Speaker speaker\_2: Uh, health insurance.

Speaker speaker\_1: Which one of the ones that they offer? Do you know which one you want to enroll?

Speaker speaker\_2: What's the most expensive one?

Speaker speaker\_1: So we have one for-

Speaker speaker\_2: Oh.

Speaker speaker\_1: We have one for \$42.68 for a paycheck. Um, these insurance are not like major insurance. Um, they already have a set amount that they're going to pay. Anything above that amount will be your responsibility. They also have a MEB plan which is more like the traditional, and you do have a high deductible that you have to meet for \$6,500 before they start paying 100%.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, have you seen the benefit guide?

Speaker speaker\_2: I have. Um, so what- what- what- what's... What are all the plans?

Speaker speaker\_1: Well, the plan that will cover you the most is that one, the MEB plan, after you meet the deductible. And then the Stay Healthy Enhanced which is \$42.68 for employee only. That's if when you have four visits per year to your doctor's office and a \$10 co-pay. Urgent care, you have a \$60 co-pay, same amount of visits and specialty \$50 with the same amount of visits per year should you sit in the hospital and it has that group accident included in the policy.

Speaker speaker\_2: Okay. Um, can I give you a call back later when I'm ready to decide?

Speaker speaker\_1: Sure. You have until-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... let's see, till the 31st of this month-

Speaker speaker\_2: Until what? To enroll?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. Anything else I can do for you?

Speaker speaker\_2: No, ma'am.

Speaker speaker\_1: Thank you for giving us a call. Have a good rest of your day.

Speaker speaker\_2: You too. Bye.