

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Accord. This is Pamela speaking. How may I help you? Hi, um, I went to the emergency room. I just got my insurance about a week ago, and I had to go to the emergency room, uh, the other night. I need to get my, uh, member ID and group number. I haven't gotten a card yet, ma'am. Okay, no problem. And who do you work for as a staffing agency? I work for Cornerstone Windows in Parkers- or Pennsboro, West Virginia. That's the name of the staffing agency, ma'am? Well, it's the employer, my employer. Cornerstone Windows. So we represent a staffing agency. They represent a staffing agency, not the employer. Well, when they sent you- when they sent y'all the paper, that card, from, from MC from OneCore and had Chelsea's name on it, said, "Benefits and Accord," it was the insurance company. So you've been- I don't- It says- Look, the card said your company, ma'am. I completely understand. Okay, so on the card, it should said the name of the staffing agency on the top, uh, left-hand side on the top. Okay. Thank you. All right, honey, I'm gonna have to get some more info and call you back. Okay? No problem. Thank you. Bye-bye. Sure. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and Accord. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi, um, I went to the emergency room. I just got my insurance about a week ago, and I had to go to the emergency room, uh, the other night. I need to get my, uh, member ID and group number. I haven't gotten a card yet, ma'am.

Speaker speaker_1: Okay, no problem. And who do you work for as a staffing agency?

Speaker speaker_2: I work for Cornerstone Windows in Parkers- or Pennsboro, West Virginia.

Speaker speaker_1: That's the name of the staffing agency, ma'am?

Speaker speaker_2: Well, it's the employer, my employer. Cornerstone Windows.

Speaker speaker_1: So we represent a staffing agency.

Speaker speaker_3: They represent a staffing agency, not the employer.

Speaker speaker_4: Well, when they sent you- when they sent y'all the paper, that card, from, from MC from OneCore and had Chelsea's name on it, said, "Benefits and Accord," it was the insurance company. So you've been- I don't-

Speaker speaker_3: It says- Look, the card said your company, ma'am.

Speaker speaker_1: I completely understand. Okay, so on the card, it should said the name of the staffing agency on the top, uh, left-hand side on the top.

Speaker speaker_4: Okay. Thank you.

Speaker speaker_2: All right, honey, I'm gonna have to get some more info and call you back. Okay?

Speaker speaker_1: No problem.

Speaker speaker_2: Thank you. Bye-bye.

Speaker speaker_1: Sure. Thank you. Bye-bye.