

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... benefits and of course this is Pamela speaking. How may I help you? Hi. I am a, uh, contractor with Creative Circle and I'm Enroll in a couple of the plans offered. Mm-hmm. Okay, and you said Creative Circle? Yes, sir. May I have the last four digits of your Social? Yeah. Sorry. That should be 3096. Three zero nine six. Your first and last name? Cole, Cameron. Ms. Cameron, for security reasons just to make sure we are in the correct file, can you please verify your complete address and date of birth? Yes. That should be 290 West 12th Avenue, Unit 401, Denver, Colorado 80204. And the birthdate- Mm-hmm. ... should be- Mm-hmm. ... uh, January 16th, 1997. Thank you for the information. We have a telephone number on file, um, at 732-887-5957. That is correct. And your email's cameroncoleart@gmail.com? That is correct. Thank you. And do you know what plan we can enroll to? Um, yes. I would like to enroll in Ensure Plus as well as the, um, dental insurance. Okay. Ensure Plus. Would you like the Premier, Enhanced or Basic? Uh, the Ensure Plus w- with nothing listed after it, so I suppose Basic. Okay. That's at \$17.21. Yes. And what was the other plan w- would you like? Uh, dental as well. Okay. So the dental comes in a bundle with the life and the vision. Okay, that works for me. All right. Okay. Anything else besides those? Um, no. I think that is it. The behavioral health, that's, um, that's through a different, uh, provider. Is that right? No, behavioral health... No, it's, um... We could add it to your benefits. I'm only wondering if it might work because my, uh, provider currently accepts kind of limited insurance. And I feel like this might not be one of the ones that my provider takes. Okay. No problem. So it might not help me. No problem. Is, uh... Okay, so the benefits will start the following Monday after we receive your... The first premium from your employer. Okay. Then your ID card will be authorized to generate in the system and it will be mailed out to you within seven to 10 days. Now, um, let's see. Since you're getting the life insurance, would you like to add a beneficiary now or would you like to call back for, for the information? Um, is there a way I can do it online or do I need to do it on the phone? You have to do it over the phone, yes. Okay. Um, yeah, I, I have a moment now. I can do that. Okay. It's just the name and the relationship. Okay, sure. What's the first name? Elizabeth. Okay. And the last name? That'll be Rosenbaum, spelled R-O-S-E-N-B-A-U-M. Rosenbaum. Okay. And relationship? Life partner. All right. All right. So I went ahead and enrolled you. Now, the medical card, you do not get a physical card. They only send, uh, digital. Okay, that should be fine. But if you need... If you need a physical you just give us a call and we could request one for you after the benefits are active. Understood. So if I need a physical one, um, after everything has been processed- Mm-hmm. ... I can just call and you might mail me one? Okay, great. All right. Okay, perfect. I'll look out for, um, that to go through in the next week or so and I'll also look out for, uh, any additional information in mail. No problem. Thank you for giving us a call today. Have a great rest of the day. Thank

you. You as well.

Conversation Format

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

Speaker speaker_1: ... benefits and of course this is Pamela speaking. How may I help you?

Speaker speaker_2: Hi. I am a, uh, contractor with Creative Circle and I'm Enroll in a couple of the plans offered.

Speaker speaker_1: Mm-hmm. Okay, and you said Creative Circle?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: May I have the last four digits of your Social?

Speaker speaker_2: Yeah. Sorry. That should be 3096.

Speaker speaker_1: Three zero nine six. Your first and last name?

Speaker speaker_2: Cole, Cameron.

Speaker speaker_1: Ms. Cameron, for security reasons just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_2: Yes. That should be 290 West 12th Avenue, Unit 401, Denver, Colorado 80204. And the birthdate-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... should be-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... uh, January 16th, 1997.

Speaker speaker_1: Thank you for the information. We have a telephone number on file, um, at 732-887-5957.

Speaker speaker_2: That is correct.

Speaker speaker_1: And your email's cameroncoleart@gmail.com?

Speaker speaker_2: That is correct.

Speaker speaker_1: Thank you. And do you know what plan we can enroll to?

Speaker speaker_2: Um, yes. I would like to enroll in Ensure Plus as well as the, um, dental insurance.

Speaker speaker_1: Okay. Ensure Plus. Would you like the Premier, Enhanced or Basic?

Speaker speaker_2: Uh, the Ensure Plus w- with nothing listed after it, so I suppose Basic.

Speaker speaker_1: Okay. That's at \$17.21.

Speaker speaker_2: Yes.

Speaker speaker_1: And what was the other plan w- would you like?

Speaker speaker_2: Uh, dental as well.

Speaker speaker_1: Okay. So the dental comes in a bundle with the life and the vision.

Speaker speaker_2: Okay, that works for me.

Speaker speaker_1: All right. Okay. Anything else besides those?

Speaker speaker_2: Um, no. I think that is it. The behavioral health, that's, um, that's through a different, uh, provider. Is that right?

Speaker speaker_1: No, behavioral health... No, it's, um... We could add it to your benefits.

Speaker speaker_2: I'm only wondering if it might work because my, uh, provider currently accepts kind of limited insurance. And I feel like this might not be one of the ones that my provider takes.

Speaker speaker_1: Okay. No problem.

Speaker speaker_2: So it might not help me.

Speaker speaker_1: No problem. Is, uh... Okay, so the benefits will start the following Monday after we receive your... The first premium from your employer.

Speaker speaker_2: Okay.

Speaker speaker_1: Then your ID card will be authorized to generate in the system and it will be mailed out to you within seven to 10 days. Now, um, let's see. Since you're getting the life insurance, would you like to add a beneficiary now or would you like to call back for, for the information?

Speaker speaker_2: Um, is there a way I can do it online or do I need to do it on the phone?

Speaker speaker_1: You have to do it over the phone, yes.

Speaker speaker_2: Okay. Um, yeah, I, I have a moment now. I can do that.

Speaker speaker_1: Okay. It's just the name and the relationship.

Speaker speaker_2: Okay, sure.

Speaker speaker_1: What's the first name?

Speaker speaker_2: Elizabeth.

Speaker speaker_1: Okay. And the last name?

Speaker speaker_2: That'll be Rosenbaum, spelled R-O-S-E-N-B-A-U-M.

Speaker speaker_1: Rosenbaum. Okay. And relationship?

Speaker speaker_2: Life partner.

Speaker speaker_1: All right. All right. So I went ahead and enrolled you. Now, the medical card, you do not get a physical card. They only send, uh, digital.

Speaker speaker_2: Okay, that should be fine.

Speaker speaker_1: But if you need... If you need a physical you just give us a call and we could request one for you after the benefits are active.

Speaker speaker_2: Understood. So if I need a physical one, um, after everything has been processed-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... I can just call and you might mail me one? Okay, great.

Speaker speaker_1: All right.

Speaker speaker_2: Okay, perfect. I'll look out for, um, that to go through in the next week or so and I'll also look out for, uh, any additional information in mail.

Speaker speaker_1: No problem. Thank you for giving us a call today. Have a great rest of the day.

Speaker speaker_2: Thank you. You as well.