

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking, how may I help you? Hi, Ms. Pamela. I'm Jessie Olivarez. Um, would you, uh, look up my account real quick? I'd like to see what status I'm in, if I'm in... We'll take a- I got insured or not. That is B, like boy, G, like girl, S, like Sam, F, like Frank, San Antonio. BGSF San Antonio. And the last three digits of your social? I am 7442. Okay. And your first and last name, sir? Jessie Olivarez. Okay. Mr. Olivarez, um, can we verify your complete address and date of birth for security reasons to make sure we are in the correct file? Yes, ma'am. The complete address, 4006 City View Drive, San Antonio, Texas 78228. Uh, date of birth, February 14th, 1966, 1966. All right, and thank you for the information. Um, we have a phone number on file, 210-868-2374, and your email is- That's me. Jolivarez- Right. ... 2442@gmail.com. So, I see here that the- Uh, is that it? J Olivarez 7442. Go ahead. Yeah. Oh, I- Yeah. I try to read it everything together, I'm sorry. Okay. No, that's fine. Thank you. I see that you call on the 14th to request a cancellation? Yes. Um, um, this is what happened. What had happened was, is I- I was working for a temp agency, and I got, I got placed, right? Uh, I got placed and, uh, and hired onto a new company. But benefits aren't available for 60 days, uh, until after I- I completed 60 days. And I was hoping and on- on hope that you would be able to, uh, help me get insured for the next 60 days. Okay. Unfortunately, even if you didn't cancel it- it, only will be able to, um, cover for four weeks. After the four weeks, automatically it will go into COBRA since you're not longer working for the staffing agency. Ah. Now, I... How long has it been? Yeah, if they already have canceled it. Yeah, but it hasn't been 30 days, though. Yeah, but I've, um, I will have to find out, but I believe it's since we submitted to your employer, um, and it's already been two weeks. We don't have any say after that, so I will have to find out for you, sir. Just bear with me, okay? Would you, please? Thank you. Sure. Thank you, Ms. Pamela. Jose Alvarez? Hi, ma'am. Yes, ma'am. Hi. So unfortunately, we cannot reinstate the benefits because it's already past the timeframe. Um, the last day of coverage was on the 23rd and- Okay. ... we- Uh, you said that I could go into COBRA though, right? After four weeks, so it will go... Uh, you're probably gonna get information, I would say, by mid-April. Then again, I don't know if- 10 days? Yeah. Then again, I'm not sure since you was the one who canceled how well that works, but I could do, I could provide you with COBRA's phone number and probably they will be able to give you more information. Uh, that is outstanding. Yes, ma'am. I could give them a call and find out what they'll be able to do with me. Uh- Sure. ... I'd just let them know that I'm with benefits with a car, right? And, uh... Yes, and tell them... Yeah, you could tell them what happened that you canceled, but you, we can't reinstate the benefits and you wanna know if you will be able to be eligible for COBRA. Um, so the phone number, let's see. IM eight... It's 800-833-4296. 4296. Uh, 800-833-4296. And... Go ahead. Yes. And make sure you, you pi- um, you choose option one, because otherwise you will reroute the call to us.

Yes, ma'am. All right. Anything else I can assist you with, um, Dr. Alvarez? Sure, Doctor. Dr. Alvarez? No, ma'am. You have been wonderful, miss Pamela, thank you. All right. Thank you for giving us a call. Have a great rest of the day. Thank you, ma'am. Bye now.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Pamela speaking, how may I h- how may I help you?

Speaker speaker_1: Hi, Ms. Pamela. I'm Jessie Olivarez. Um, would you, uh, look up my account real quick? I'd like to see what status I'm in, if I'm in...

Speaker speaker_0: We'll take a-

Speaker speaker_1: I got insured or not. That is B, like boy, G, like girl, S, like Sam, F, like Frank, San Antonio. BGSF San Antonio.

Speaker speaker_0: And the last three digits of your social?

Speaker speaker_1: I am 7442.

Speaker speaker_0: Okay. And your first and last name, sir?

Speaker speaker_1: Jessie Olivarez.

Speaker speaker_0: Okay. Mr. Olivarez, um, can we verify your complete address and date of birth for security reasons to make sure we are in the correct file?

Speaker speaker_1: Yes, ma'am. The complete address, 4006 City View Drive, San Antonio, Texas 78228. Uh, date of birth, February 14th, 1966, 1966.

Speaker speaker_0: All right, and thank you for the information. Um, we have a phone number on file, 210-868-2374, and your email is-

Speaker speaker_1: That's me.

Speaker speaker_0: Jolivarez-

Speaker speaker_1: Right.

Speaker speaker_0: ... 2442@gmail.com. So, I see here that the-

Speaker speaker_1: Uh, is that it? J Olivarez 7442.

Speaker speaker_0: Go ahead. Yeah. Oh, I-

Speaker speaker_1: Yeah.

Speaker speaker_0: I try to read it everything together, I'm sorry. Okay.

Speaker speaker_1: No, that's fine. Thank you.

Speaker speaker_0: I see that you call on the 14th to request a cancellation?

Speaker speaker_1: Yes. Um, um, this is what happened. What had happened was, is I- I was working for a temp agency, and I got, I got placed, right? Uh, I got placed and, uh, and hired onto a new company. But benefits aren't available for 60 days, uh, until after I- I completed 60 days. And I was hoping and on- on hope that you would be able to, uh, help me get insured for the next 60 days.

Speaker speaker_0: Okay. Unfortunately, even if you didn't cancel i- it, only will be able to, um, cover for four weeks. After the four weeks, automatically it will go into COBRA since you're not longer working for the staffing agency.

Speaker speaker_1: Ah.

Speaker speaker_0: Now, I...

Speaker speaker_1: How long has it been?

Speaker speaker_0: Yeah, if they already have canceled it.

Speaker speaker_1: Yeah, but it hasn't been 30 days, though.

Speaker speaker_0: Yeah, but I've, um, I will have to find out, but I believe it's since we submitted to your employer, um, and it's already been two weeks. We don't have any say after that, so I will have to find out for you, sir. Just bear with me, okay?

Speaker speaker_1: Would you, please? Thank you.

Speaker speaker_0: Sure.

Speaker speaker_1: Thank you, Ms. Pamela.

Speaker speaker_0: Jose Alvarez?

Speaker speaker_1: Hi, ma'am. Yes, ma'am.

Speaker speaker_0: Hi. So unfortunately, we cannot reinstate the benefits because it's already past the timeframe. Um, the last day of coverage was on the 23rd and-

Speaker speaker_1: Okay.

Speaker speaker_0: ... we-

Speaker speaker_1: Uh, you said that I could go into COBRA though, right?

Speaker speaker_0: After four weeks, so it will go... Uh, you're probably gonna get information, I would say, by mid-April. Then again, I don't know if-

Speaker speaker_1: 10 days?

Speaker speaker_0: Yeah. Then again, I'm not sure since you was the one who canceled how well that works, but I could do, I could provide you with COBRA's phone number and probably they will ge- be able to give you more information.

Speaker speaker_1: Uh, that is outstanding. Yes, ma'am. I could give them a call and find out what they'll be able to do with me. Uh-

Speaker speaker_0: Sure.

Speaker speaker_1: ... I'd just let them know that I'm with benefits with a car, right? And, uh...

Speaker speaker_0: Yes, and tell them... Yeah, you could tell them what happened that you canceled, but you, we can't reinstate the benefits and you wanna know if you will be able to be eligible for COBRA. Um, so the phone number, let's see. IM eight... It's 800-833-4296.

Speaker speaker_1: 4296. Uh, 800-833-4296.

Speaker speaker_0: And...

Speaker speaker_1: Go ahead.

Speaker speaker_0: Yes. And make sure you, you pi- um, you choose option one, because otherwise you will reroute the call to us.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. Anything else I can assist you with, um, Dr. Alvarez?

Speaker speaker_1: Sure, Doctor.

Speaker speaker_0: Dr. Alvarez?

Speaker speaker_1: No, ma'am. You have been wonderful, miss Pamela, thank you.

Speaker speaker_0: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: Thank you, ma'am. Bye now.