

Transcript: Pamela

Blanc-6156133947719680-6028402039767040

Full Transcript

How may I help you? How you doing? I was calling because I had just seen a text message. It was saying, um, when I got a job with Surge and I was going to be back enrolled into, like, the MEC. I just wanted to make sure where that was. It's a health insurance, sir. Oh, okay. Uh, what all does it cover? Like, does it cover, like, dental... Dental and shit like that? No? No. It's just for preventive care. What you mean for, like... What do you mean, like, preventive care? Uh, let's say if you need to check your cholesterol, diabetes, that type of preventive care. Physical. Oh. So it wouldn't be like... Say, I wanted to get like, uh, go to the doctor to get, like, an inhaler. It wouldn't work for nothing like that? No. Okay. Well, can I be taken off if it ain't gonna work for nothing like that? Sure. Just- Sure. What's your last four digits of your Social Security number? 4616. 'Cause they take... They gonna be taking money out of my c- out of my check, ain't it? Yes. Yeah, that's cool. You said 4616? Yeah, 4616. And your first and last name? My first name David Dominique, my last name Harmon. But damn, that suck though, 'cause I... It only works for stuff like that. It wouldn't work for, like, if I wanted to go to the doctor and get an inhaler while I'm in here? Makes sense. It ain't even like a... It's like something so I can get though. Can we verify your complete address and date of birth for security reasons? Uh, shit. It should be 6196 Valley Drive, Redd, Georgia 30273. Thank you for the information. We have a phone number on file. 404- 4246. 4246. 44745. 44745. Yeah. Yeah, that's it. All right, I'm going to go ahead and decline the auto enrollment. Is there anything else I could do for you, sir? Uh, nah. Could you any... I'm saying, just to make sure. You saying, like, if I was to go to, like, urgent care or something, and try to get them whatever my insurance was, it wouldn't help me get, like, an inhaler or nothing like that? Not for this preventive care. I mean, you have to pay for the doctor's visit. The actual procedure is what the insurance going to cover. And it has to be for preventive care. So... 'Cause it ain't like a procedure. I just was wondering, like, if it would help me get an inhaler. But if you don't think that would, then yeah, we just... We just decline. I can provide you with the telephone number of the actual carrier. You could contact them, find out. You still have 30 days from the first day you started working to enroll in the benefits, if you would like to. Um, yeah, I'll take that. I'll take the number. Let me get my notes ready. Let me get my notes ready. All right, I'm ready. Um, so for IMH1-800. 4-8-3-3. 833... 4296, and your option is going to be option one. 4296, and you said the action gonna be action one? Yes. Okay, action one. Okay, well, that's it. That's all I wanted... The only question I had for today, I guess. No problem. Thank... Thank you for giving us a call. Have a great rest of the day. All right. Thank you. You too.

Conversation Format

Speaker speaker_0: How may I help you?

Speaker speaker_1: How you doing? I was calling because I had just seen a text message. It was saying, um, when I got a job with Surge and I was going to be back enrolled into, like, the MEC. I just wanted to make sure where that was.

Speaker speaker_0: It's a health insurance, sir.

Speaker speaker_1: Oh, okay. Uh, what all does it cover? Like, does it cover, like, dental... Dental and shit like that? No?

Speaker speaker_0: No. It's just for preventive care.

Speaker speaker_1: What you mean for, like... What do you mean, like, preventive care?

Speaker speaker_0: Uh, let's say if you need to check your cholesterol, diabetes, that type of preventive care. Physical.

Speaker speaker_1: Oh. So it wouldn't be like... Say, I wanted to get like, uh, go to the doctor to get, like, an inhaler. It wouldn't work for nothing like that?

Speaker speaker_0: No.

Speaker speaker_1: Okay. Well, can I be taken off if it ain't gonna work for nothing like that?

Speaker speaker_0: Sure.

Speaker speaker_1: Just-

Speaker speaker_0: Sure. What's your last four digits of your Social Security number?

Speaker speaker_1: 4616. 'Cause they take... They gonna be taking money out of my c- out of my check, ain't it?

Speaker speaker_0: Yes.

Speaker speaker_1: Yeah, that's cool.

Speaker speaker_0: You said 4616?

Speaker speaker_1: Yeah, 4616.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: My first name David Dominique, my last name Harmon. But damn, that suck though, 'cause I... It only works for stuff like that. It wouldn't work for, like, if I wanted to go to the doctor and get an inhaler while I'm in here? Makes sense. It ain't even like a... It's like something so I can get though.

Speaker speaker_0: Can we verify your complete address and date of birth for security reasons?

Speaker speaker_1: Uh, shit. It should be 6196 Valley Drive, Redd, Georgia 30273.

Speaker speaker_0: Thank you for the information. We have a phone number on file. 404-

Speaker speaker_2: 4246.

Speaker speaker_1: 4246.

Speaker speaker_0: 44745.

Speaker speaker_1: 44745.

Speaker speaker_0: Yeah.

Speaker speaker_1: Yeah, that's it.

Speaker speaker_0: All right, I'm going to go ahead and decline the auto enrollment. Is there anything else I could do for you, sir?

Speaker speaker_1: Uh, nah. Could you any... I'm saying, just to make sure. You saying, like, if I was to go to, like, urgent care or something, and try to get them whatever my insurance was, it wouldn't help me get, like, an inhaler or nothing like that?

Speaker speaker_0: Not for this preventive care. I mean, you have to pay for the doctor's visit. The actual procedure is what the insurance going to cover. And it has to be for preventive care. So...

Speaker speaker_1: 'Cause it ain't like a procedure. I just was wondering, like, if it would help me get an inhaler. But if you don't think that would, then yeah, we just... We just decline.

Speaker speaker_0: I can provide you with the telephone number of the actual carrier. You could contact them, find out. You still have 30 days from the first day you started working to enroll in the benefits, if you would like to.

Speaker speaker_1: Um, yeah, I'll take that. I'll take the number. Let me get my notes ready. Let me get my notes ready. All right, I'm ready.

Speaker speaker_0: Um, so for IMH1-800.

Speaker speaker_1: 4-8-3-3. 833...

Speaker speaker_0: 4296, and your option is going to be option one.

Speaker speaker_1: 4296, and you said the action gonna be action one?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay, action one. Okay, well, that's it. That's all I wanted... The only question I had for today, I guess.

Speaker speaker_0: No problem. Thank... Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: All right. Thank you. You too.