

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? Um, I have... Somebody called me from this number. I'm Darius Hoggbrook, um. So we are the administrator for health insurance. Are you working for a staffing agency? Yeah, I'm working for a staffing agency. Yes, ma'am. Good. And what's the name of the staffing agency? MAU. May I have the last four digits of your social? 6789. Can you repeat your name, sir, please? Darius Hoggbrook. Go ahead. Can you hear me? Mr. Darius, for security reasons and just to make sure we are in the correct file, we need to verify your complete address and date of birth. Um, my... My address is 5474 Oakland Industrial Boulevard, Apartment 711, Fairburn, Georgia. The zip code is 30213 and my birthday is 11/04/1995. Thank you for the information. We have a telephone number on file, 470-836-0995. Right. Um, okay. The reason that we call you is because you, um, enrolled in the benefits and you selected multiple medical plan and we wanted to know which one, um, you would like to select. We did enroll you in the lowest plan. Um, let me see something here. If you would like, I could send you a benefit guide with all the plans and so that way you could choose the correct one for you. So the email we have on file. Oh, okay. Let me see. Can I get a connection right now? What was that? No, I was trying to see... I said I was trying to see could I get a connection. Okay. So you do have 30 days from your first paycheck from MAU to enroll in the benefits. Oh, okay. You'll have time. Um, and the email will be coming in from info@benefitsinacard... Check your spam and junk mail. It might go there. And, uh, when you're ready to enroll, um, to change the plan, let, um, let us know. Oh, no, I could, I could do it with you over the phone. You say where it said though, right, quick? Yes, sir. That's right. Um, my problem, I have it in my phone right now. Okay. So what plan would you like? Do you know which one- Um, you can take... You said the cheapest one? What... Who was the cheapest through medical right now? John Marley, aye. Okay. So we enroll you in the, um, EnsurePlus Basic and the StayHealthy plan. One is the one you could use at the hospital, go to the doctor's office visit, and the other one is for your preventive care, meaning that, um, let's say if you need to check your cholesterol, diabetes, that type of preventive care. Oh, okay. And you said I would get that in the mail, that information, in 30 days? Uh, no, no. Then I, then I have already made my call. I could send you a benefit guide and you could see the information of the plans that, uh, we enroll you to. All right. Now, the benefits will start the following Monday after we receive the first premium from your employer. You do have 30 days from your first paycheck to make changes. I gotcha. Okay. Do you want to keep it as it is? Yeah, I'll, I'll keep it as it is. Yes, ma'am. So you're also enrolled in dental, life, vision, critical illness, group accidents and behavioral health ID expert. Yes, ma'am. Um, anything else I could do for you, sir? Oh, no, ma'am. I was just trying to call y'all back and check and make sure everything was right. And that mainly was it though. That's the main reason I was calling. All right. Thank you for giving us a call, call back,

sir. Have a great rest of the day. Um... Yes, ma'am. You too. All right. Bye-bye. Bye-bye. Thank you. You have a blessed one. Yes. Bye-bye, sir. Mm-hmm.

Conversation Format

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

Speaker speaker_1: Um, I have... Somebody called me from this number. I'm Darius Hoggbrook, um.

Speaker speaker_0: So we are the administrator for health insurance. Are you working for a staffing agency?

Speaker speaker_1: Yeah, I'm working for a staffing agency. Yes, ma'am.

Speaker speaker_0: Good. And what's the name of the staffing agency?

Speaker speaker_1: MAU.

Speaker speaker_0: May I have the last four digits of your social?

Speaker speaker_1: 6789.

Speaker speaker_0: Can you repeat your name, sir, please?

Speaker speaker_1: Darius Hoggbrook.

Speaker speaker_0: Go ahead.

Speaker speaker_1: Can you hear me?

Speaker speaker_0: Mr. Darius, for security reasons and just to make sure we are in the correct file, we need to verify your complete address and date of birth.

Speaker speaker_1: Um, my... My address is 5474 Oakland Industrial Boulevard, Apartment 711, Fairburn, Georgia. The zip code is 30213 and my birthday is 11/04/1995.

Speaker speaker_0: Thank you for the information. We have a telephone number on file, 470-836-0995.

Speaker speaker_1: Right.

Speaker speaker_0: Um, okay. The reason that we call you is because you, um, enrolled in the benefits and you selected multiple medical plan and we wanted to know which one, um, you would like to select. We did enroll you in the lowest plan. Um, let me see something here. If you would like, I could send you a benefit guide with all the plans and so that way you could choose the correct one for you. So the email we have on file.

Speaker speaker_1: Oh, okay. Let me see. Can I get a connection right now?

Speaker speaker_0: What was that?

Speaker speaker_1: No, I was trying to see... I said I was trying to see could I get a connection.

Speaker speaker_0: Okay. So you do have 30 days from your first paycheck from MAU to enroll in the benefits.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: You'll have time. Um, and the email will be coming in from info@benefitsinacard... Check your spam and junk mail. It might go there. And, uh, when you're ready to enroll, um, to change the plan, let, um, let us know.

Speaker speaker_1: Oh, no, I could, I could do it with you over the phone. You say where it said though, right, quick?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: That's right. Um, my problem, I have it in my phone right now.

Speaker speaker_0: Okay. So what plan would you like? Do you know which one-

Speaker speaker_1: Um, you can take... You said the cheapest one? What... Who was the cheapest through medical right now? John Marley, aye.

Speaker speaker_0: Okay. So we enroll you in the, um, EnsurePlus Basic and the StayHealthy plan. One is the one you could use at the hospital, go to the doctor's office visit, and the other one is for your preventive care, meaning that, um, let's say if you need to check your cholesterol, diabetes, that type of preventive care.

Speaker speaker_1: Oh, okay. And you said I would get that in the mail, that information, in 30 days?

Speaker speaker_0: Uh, no, no.

Speaker speaker_1: Then I, then I have already made my call.

Speaker speaker_0: I could send you a benefit guide and you could see the information of the plans that, uh, we enroll you to.

Speaker speaker_1: All right.

Speaker speaker_0: Now, the benefits will start the following Monday after we receive the first premium from your employer. You do have 30 days from your first paycheck to make changes.

Speaker speaker_1: I gotcha.

Speaker speaker_0: Okay. Do you want to keep it as it is?

Speaker speaker_1: Yeah, I'll, I'll keep it as it is. Yes, ma'am.

Speaker speaker_0: So you're also enrolled in dental, life, vision, critical illness, group accidents and behavioral health ID expert.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Um, anything else I could do for you, sir?

Speaker speaker_1: Oh, no, ma'am. I was just trying to call y'all back and check and make sure everything was right. And that mainly was it though. That's the main reason I was calling.

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

Speaker speaker_1: Yes, ma'am. You too. All right. Bye-bye.

Speaker speaker_0: Bye-bye.

Speaker speaker_1: Thank you. You have a blessed one.

Speaker speaker_0: Yes. Bye-bye, sir.

Speaker speaker_1: Mm-hmm.