

Transcript: Pamela

Blanc-6202462470356992-6616004268867584

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello, I'm calling to be a licensed director in Berkeley County. Well, we- Hello, I'm calling, This is Deborah speaking, how may I help you? Yeah, I'm just calling to say that I'm opting out of any of the medical benefits. We are, um, the administrator for health insurance for a staffing agency, sir. Correct. Do you work for a staffing agency? I sure do, that's why I'm calling you. Okay. What's the name of the temp agency you work for? CAREA. What's the name of the staffing agency you're working for? CAREA, C-A-R-E-A. CAREA? Yeah. And the last four digits of your Social? 6553. Your first and last name, sir. Lee Stevens. Thank you. Mr. Steven, for security reasons to make sure we are in the correct file, can you please verify your complete address and date of birth? PO Box 106, under Washington, 98390, 5-13-72. And where is this located? I need the whole address just to make sure I have it correct in the system. That is the whole address, PO Box 106, under Washington, 98390. I'm sorry, I didn't hear it, sir. And do you know what plan would you like to enroll to, sir? I don't. I have been waiting on an email and I'm yet to get it, so I'm just gonna opt out. All right. So the email we have on file is your first name, last name, 273 at yahoo dot com? Yep. Okay. You never received it. Oh, God. Let me, give me one second. Let me see. I wonder why. Okay. I went ahead and sent the email to you. Okay. Are you able to check if you get it? Um, it comes, it's in a cart. Check your spam, it sometimes goes there. Yeah, I got it this time. Okay. So that's the benefit guide. I always suggest the member to go over it, 'cause these are not like major insurance, they already have a set amount that they're gonna pay. Any amount that you see under each plan, that's the amount that the insurance gonna cover. Mm-hmm. They don't, they do not have a co-pay. Okay. So, um, it ha- and they offer the short term disability, the dental, the vision. Here it is now on this, this one sitting in front. We still have- Let me just, yeah, I'll look over it. Until the 15th to enroll. Okay. All right. Anything else And if I, if I don't get back to you, I just don't get enrolled, right? Exactly. Okay. All right, thank you. Thank you for giving us a call, sir. Have a good rest of the day. You too, bye-bye.

Conversation Format

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

Speaker speaker_1: Hello, I'm calling to be a licensed director in Berkeley County. Well, we-

Speaker speaker_2: Hello, I'm calling,

Speaker speaker_3: This is Deborah speaking, how may I help you?

Speaker speaker_1: Yeah, I'm just calling to say that I'm opting out of any of the medical benefits.

Speaker speaker_2: We are, um, the administrator for health insurance for a staffing agency, sir.

Speaker speaker_3: Correct.

Speaker speaker_2: Do you work for a staffing agency?

Speaker speaker_3: I sure do, that's why I'm calling you.

Speaker speaker_2: Okay. What's the name of the temp agency you work for?

Speaker speaker_3: CAREA.

Speaker speaker_2: What's the name of the staffing agency you're working for?

Speaker speaker_3: CAREA, C-A-R-E-A.

Speaker speaker_2: CAREA?

Speaker speaker_3: Yeah.

Speaker speaker_2: And the last four digits of your Social?

Speaker speaker_3: 6553.

Speaker speaker_2: Your first and last name, sir.

Speaker speaker_3: Lee Stevens.

Speaker speaker_2: Thank you. Mr. Steven, for security reasons to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_3: PO Box 106, under Washington, 98390, 5-13-72.

Speaker speaker_2: And where is this located? I need the whole address just to make sure I have it correct in the system.

Speaker speaker_3: That is the whole address, PO Box 106, under Washington, 98390.

Speaker speaker_2: I'm sorry, I didn't hear it, sir. And do you know what plan would you like to enroll to, sir?

Speaker speaker_3: I don't. I have been waiting on an email and I'm yet to get it, so I'm just gonna opt out.

Speaker speaker_2: All right. So the email we have on file is your first name, last name, 273 at yahoo dot com?

Speaker speaker_3: Yep.

Speaker speaker_2: Okay. You never received it. Oh, God. Let me, give me one second. Let me see. I wonder why. Okay. I went ahead and sent the email to you.

Speaker speaker_3: Okay.

Speaker speaker_2: Are you able to check if you get it? Um, it comes, it's in a cart. Check your spam, it sometimes goes there.

Speaker speaker_3: Yeah, I got it this time.

Speaker speaker_2: Okay. So that's the benefit guide. I always suggest the member to go over it, 'cause these are not like major insurance, they already have a set amount that they're gonna pay. Any amount that you see under each plan, that's the amount that the insurance gonna cover.

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: They don't, they do not have a co-pay.

Speaker speaker_3: Okay.

Speaker speaker_2: So, um, it ha- and they offer the short term disability, the dental, the vision. Here it is now on this, this one sitting in front. We still have-

Speaker speaker_3: Let me just, yeah, I'll look over it.

Speaker speaker_2: Until the 15th to enroll.

Speaker speaker_3: Okay.

Speaker speaker_2: All right. Anything else

Speaker speaker_4: And if I, if I don't get back to you, I just don't get enrolled, right?

Speaker speaker_2: Exactly.

Speaker speaker_4: Okay. All right, thank you.

Speaker speaker_2: Thank you for giving us a call, sir. Have a good rest of the day.

Speaker speaker_4: You too, bye-bye.