

Transcript: Pamela

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Full Transcript

This is for benefits in a car, this is Pamela speaking. How may I help you? Hi, um, I know I just called you guy a minute ago, her name Rebecca or something, I don't know, I speak to the same person. Um, I know I have my address changed now, I didn't realize when I call her, talk to her a minute ago, my address different because I didn't realize my driver license different I had. I've been, I've been moved, I had, I didn't know I didn't change my driver license address. So can you check under my name again? He just changed, I don't know if it will work right away but I'm call, I want to ask you about insurance Okay. Uh, who do you work for? With the staffing agency? For Search and a, a book I made too. May I have the last four digits of your Social? 1428. 1428? Yeah. Your first and last name? S- Kate Pierce. And the last name? Pierce. P-I-E-R-C-E. Miss Pierce, here's... Okay. Miss, Miss Pierce, for security reasons, and just to make sure we are in the correct file, I need to verify your complete address and date of birth. Okay. Well, um, he just changed so I hope the, the system work right away. My address right now is 629 Overlook Street, Culpeper, Virginia 22701. Okay. So that's the new address, right? Yeah. Okay. So- Did it come up? Did you... Um, no. Okay the old- But I'm going to run- ... address is, the old address is 7612 Maracaibo, Gainesville, 2055... Forgot. All right. It's in Gainesville. Okay. So- 2055. ... you wanna make the changes? Yeah, I just... Yeah, I, I wanna see I have insurance because he told me I do. Well, it's still pending to start. It's not active yet. Oh, for the address? Not for the address. I mean, the address dos- doesn't have nothing to do with your insurance being active or not. If you want me to change the address, I could go ahead and do so, but your benefit's- Yeah. ... still pending, so, um... Oh, they, they... I have no insurance, health insurance, at all? Not at this moment, not yet. It's not active. Oh. It's pending to start next month. Oh. So can I ask you how much for the dent- uh, for the vision? You don't have vision. You just, im- you just been auto-enrolled in that preventive care plan. It's just for medical. For m- I d- Hold on. I do have medical, or I don't have until next month? You don't have it until next month. I'm just letting you know why you enrolled in. Oh, w- I, I thought he told me that I had... Or maybe, he... Maybe I misunderstood, I had to call you to enroll my insurance. Okay. So you get auto-enrolled through SEARCH but it's only to a preventive care plan. What does that mean? It's a health insurance but it's only for preventive care. Oh. So how much- Let's say if you- ... for your health insurance? I'm sorry? Let's say if- Hello? ... you enroll... Yes, ma'am? Okay, go ahead. Go ahead. So, um, let's say if you need to go to the doctor's office- Mm-hmm. ... the insurance is gonna cover a health... the new preventive care, like checking your cholesterol- Oh. ... diabetes, that type of preventive care. But you have to- Oh. ... pay for the doctor's visit. How much is that? I don't know. It will- For- ... depend on your doctor's visits. ... doctor visiting. Oh, okay. Oh, they only pay for the, for the, the check-up- Preventive. ... the doctor but I have to pay doctor visitor? Yes. Oh. So, I don't understand that part. So I don't... Visitor, that be like \$100 for a visit? Uh-uh. I'm not... I don't know. I don't

know. Because I don't have co- Because I don't, because I don't have copay and stuff. So... Exactly. Can I ask you, if I wanna buy vision, how much is that? Extra. For vision, let me see something here. Yeah, you could, um... The vision cost, uh, \$2.15, but you cannot longer enroll in the vision. Your enrollment period already passed. You will have to wait for company open enrollment. Search usually do it, uh, the m- around August, September. That's when you're gonna be able to do it. Oh. Well, by that time, I hope I get permanent somewhere instead of temporary. I understand, huh. But, um... Okay, right now, I h- I do have health insurance but I have to pay doctor visit. Ma'am. They only cover up needs. You are... Listen, listen, ma'am. You are enrolled but your benefits still not active. So you cannot use the benefits, yet. Because they not active. Until next month. When we... Yes. When we receive the first payment from your employer. Oh, okay. I didn't know. I thought I... I thought they already took my payment, you know, that's why I assume I have insurance. Have you checked your pay stub? I can't check. I gotta go stop over there because they automatic send to my bank. Okay. Um, tomorrow I'm gonna stop over there and just see, he can give me a pay stub. All right. Because it's automatic deposit, I don't have that. Okay? So, in next month... Um, I guess I have to talk to them more if I want insurance so you guys can get my insurance. They can send the payment to you guys. Okay. I thought they already did. I didn't know that. Okay. Okay. I will go see him tomorrow because today too late. Ma'am, would you like to change the address? Okay, thank you. Huh? Would you like to change the address? What'd you say? Send my... Would you like to change the address? Send my... Oh, change the address? Yeah, please. What's the new address? 629 Overlook Street. Hold on. 629 Overlook... Street. And what's the city? C- um, Culpeper, Virginia. The ZIP code? 22701. All right, I went ahead and changed the address. I- is there anything else I can do for you? Yeah, then I'm good. That's all. But I need to go talk back to the search office. 'Cause I thought that's where he took my pay. No problem. So... Okay, thank you. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: This is for benefits in a car, this is Pamela speaking. How may I help you?

Speaker speaker_1: Hi, um, I know I just called you guy a minute ago, her name Rebecca or something, I don't know, I speak to the same person. Um, I know I have my address changed now, I didn't realize when I call her, talk to her a minute ago, my address different because I didn't realize my driver license different I had. I've been, I've been moved, I had, I didn't know I didn't change my driver license address. So can you check under my name again? He just changed, I don't know if it will work right away but I'm call, I want to ask you about insurance Okay.

Speaker speaker_0: Uh, who do you work for? With the staffing agency?

Speaker speaker_1: For Search and a, a book I made too.

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

Speaker speaker_1: 1428.

Speaker speaker_0: 1428?

Speaker speaker_1: Yeah.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: S- Kate Pierce.

Speaker speaker_0: And the last name?

Speaker speaker_1: Pierce. P-I-E-R-C-E.

Speaker speaker_0: Miss Pierce, here's... Okay. Miss, Miss Pierce, for security reasons, and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: Okay. Well, um, he just changed so I hope the, the system work right away. My address right now is 629 Overlook Street, Culpeper, Virginia 22701.

Speaker speaker_0: Okay. So that's the new address, right?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So-

Speaker speaker_1: Did it come up? Did you...

Speaker speaker_0: Um, no.

Speaker speaker_1: Okay the old-

Speaker speaker_0: But I'm going to run-

Speaker speaker_1: ... address is, the old address is 7612 Maracaibo, Gainesville, 2055... Forgot.

Speaker speaker_0: All right.

Speaker speaker_1: It's in Gainesville.

Speaker speaker_0: Okay. So-

Speaker speaker_1: 2055.

Speaker speaker_0: ... you wanna make the changes?

Speaker speaker_1: Yeah, I just... Yeah, I, I wanna see I have insurance because he told me I do.

Speaker speaker_0: Well, it's still pending to start. It's not active yet.

Speaker speaker_1: Oh, for the address?

Speaker speaker_0: Not for the address. I mean, the address dos- doesn't have nothing to do with your insurance being active or not. If you want me to change the address, I could go

ahead and do so, but your benefit's-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... still pending, so, um...

Speaker speaker_1: Oh, they, they... I have no insurance, health insurance, at all?

Speaker speaker_0: Not at this moment, not yet. It's not active.

Speaker speaker_1: Oh.

Speaker speaker_0: It's pending to start next month.

Speaker speaker_1: Oh. So can I ask you how much for the dent- uh, for the vision?

Speaker speaker_0: You don't have vision. You just, im- you just been auto-enrolled in that preventive care plan. It's just for medical.

Speaker speaker_1: For m- I d- Hold on. I do have medical, or I don't have until next month?

Speaker speaker_0: You don't have it until next month. I'm just letting you know why you enrolled in.

Speaker speaker_1: Oh, w- I, I thought he told me that I had... Or maybe, he... Maybe I misunderstood, I had to call you to enroll my insurance.

Speaker speaker_0: Okay. So you get auto-enrolled through SEARCH but it's only to a preventive care plan.

Speaker speaker_1: What does that mean?

Speaker speaker_0: It's a health insurance but it's only for preventive care.

Speaker speaker_1: Oh. So how much-

Speaker speaker_0: Let's say if you-

Speaker speaker_1: ... for your health insurance? I'm sorry?

Speaker speaker_0: Let's say if-

Speaker speaker_1: Hello?

Speaker speaker_0: ... you enroll... Yes, ma'am?

Speaker speaker_1: Okay, go ahead. Go ahead.

Speaker speaker_0: So, um, let's say if you need to go to the doctor's office-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... the insurance is gonna cover a health... the new preventive care, like checking your cholesterol-

Speaker speaker_1: Oh.

Speaker speaker_0: ... diabetes, that type of preventive care. But you have to-

Speaker speaker_1: Oh.

Speaker speaker_0: ... pay for the doctor's visit.

Speaker speaker_1: How much is that?

Speaker speaker_0: I don't know. It will-

Speaker speaker_1: For-

Speaker speaker_0: ... depend on your doctor's visits.

Speaker speaker_1: ... doctor visiting. Oh, okay. Oh, they only pay for the, for the, the check-up-

Speaker speaker_0: Preventive.

Speaker speaker_1: ... the doctor but I have to pay doctor visitor?

Speaker speaker_0: Yes.

Speaker speaker_1: Oh. So, I don't understand that part. So I don't... Visitor, that be like \$100 for a visit?

Speaker speaker_0: Uh-uh. I'm not... I don't know. I don't know.

Speaker speaker_1: Because I don't have co- Because I don't, because I don't have copay and stuff. So...

Speaker speaker_0: Exactly.

Speaker speaker_1: Can I ask you, if I wanna buy vision, how much is that? Extra.

Speaker speaker_0: For vision, let me see something here. Yeah, you could, um... The vision cost, uh, \$2.15, but you cannot longer enroll in the vision. Your enrollment period already passed. You will have to wait for company open enrollment. Search usually do it, uh, the m-around August, September. That's when you're gonna be able to do it.

Speaker speaker_1: Oh. Well, by that time, I hope I get permanent somewhere instead of temporary.

Speaker speaker_0: I understand, huh.

Speaker speaker_1: But, um... Okay, right now, I h- I do have health insurance but I have to pay doctor visit.

Speaker speaker_0: Ma'am.

Speaker speaker_1: They only cover up needs.

Speaker speaker_0: You are... Listen, listen, ma'am. You are enrolled but your benefits still not active. So you cannot use the benefits, yet. Because they not active.

Speaker speaker_1: Until next month.

Speaker speaker_0: When we... Yes. When we receive the first payment from your employer.

Speaker speaker_1: Oh, okay. I didn't know. I thought I... I thought they already took my payment, you know, that's why I assume I have insurance.

Speaker speaker_0: Have you checked your pay stub?

Speaker speaker_1: I can't check. I gotta go stop over there because they automatic send to my bank.

Speaker speaker_0: Okay.

Speaker speaker_1: Um, tomorrow I'm gonna stop over there and just see, he can give me a pay stub.

Speaker speaker_0: All right.

Speaker speaker_1: Because it's automatic deposit, I don't have that. Okay? So, in next month... Um, I guess I have to talk to them more if I want insurance so you guys can get my insurance. They can send the payment to you guys.

Speaker speaker_0: Okay.

Speaker speaker_1: I thought they already did. I didn't know that. Okay.

Speaker speaker_0: Okay.

Speaker speaker_1: I will go see him tomorrow because today too late.

Speaker speaker_0: Ma'am, would you like to change the address?

Speaker speaker_1: Okay, thank you. Huh?

Speaker speaker_0: Would you like to change the address?

Speaker speaker_1: What'd you say? Send my...

Speaker speaker_0: Would you like to change the address?

Speaker speaker_1: Send my... Oh, change the address? Yeah, please.

Speaker speaker_0: What's the new address?

Speaker speaker_1: 629 Overlook Street.

Speaker speaker_0: Hold on. 629 Overlook...

Speaker speaker_1: Street.

Speaker speaker_0: And what's the city?

Speaker speaker_1: C- um, Culpeper, Virginia.

Speaker speaker_0: The ZIP code?

Speaker speaker_1: 22701.

Speaker speaker_0: All right, I went ahead and changed the address. I- is there anything else I can do for you?

Speaker speaker_1: Yeah, then I'm good. That's all. But I need to go talk back to the search office. 'Cause I thought that's where he took my pay.

Speaker speaker_0: No problem.

Speaker speaker_1: So... Okay, thank you. Bye-bye.

Speaker speaker_0: Bye-bye.