

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Uh, yeah, I was calling because I work at Surge and they said I was auto-enrolled in the benefits. Okay. Um, yes, um, Surge, if you don't decline their health insurance, they will auto-enroll you. Would you like to be- Okay. ... to decline or auto-enroll? Oh, how much is it? It's \$15.16. It's a preventive care plan. The way it works, you, um, the insurance gonna cover 100% the actual procedure, but you are responsible to pay for the doctor's visit. And, um, you have to use a participate- participating provider. You have to use what, now? You have to use a participating provider here. Um, you have to go to a doctor that is in network. Oh, like what... So do it on like, apply to like a medicine room visits and stuff? Not with that plan, no, sir. It's only for preventive care. Oh, okay. Well, uh, you can count it. May I have the last three digits of your Social so I can pull up your file? Uh, 3289. And your first and last name, sir? Omari Matthews. Mr. Matthew, 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. Uh, 3/6/1982. My address is 901 Southmont Drive, Tuskegee, Alabama 36083. All right. Thank you for the information. We have a telephone number on file, 306-982-3345-307341. 401, yes. Okay. I'm gonna go ahead and decline the auto-enrollment. Is there anything else I can do for you, sir? No, that's it. All right, thank you for giving us a call today. Have a great rest of the day. All right.

Conversation Format

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

Speaker speaker_1: Uh, yeah, I was calling because I work at Surge and they said I was auto-enrolled in the benefits.

Speaker speaker_0: Okay. Um, yes, um, Surge, if you don't decline their health insurance, they will auto-enroll you. Would you like to be-

Speaker speaker_1: Okay.

Speaker speaker_0: ... to decline or auto-enroll?

Speaker speaker_1: Oh, how much is it?

Speaker speaker_0: It's \$15.16. It's a preventive care plan. The way it works, you, um, the insurance gonna cover 100% the actual procedure, but you are responsible to pay for the

doctor's visit. And, um, you have to use a participate- participating provider.

Speaker speaker_1: You have to use what, now?

Speaker speaker_0: You have to use a participating provider here. Um, you have to go to a doctor that is in network.

Speaker speaker_1: Oh, like what... So do it on like, apply to like a medicine room visits and stuff?

Speaker speaker_0: Not with that plan, no, sir. It's only for preventive care.

Speaker speaker_1: Oh, okay. Well, uh, you can count it.

Speaker speaker_0: May I have the last three digits of your Social so I can pull up your file?

Speaker speaker_1: Uh, 3289.

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

Speaker speaker_1: Omari Matthews.

Speaker speaker_0: Mr. Matthew, 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: Uh, 3/6/1982. My address is 901 Southmont Drive, Tuskegee, Alabama 36083.

Speaker speaker_0: All right. Thank you for the information. We have a telephone number on file, 306-982-3345-307341.

Speaker speaker_1: 401, yes.

Speaker speaker_0: Okay. I'm gonna go ahead and decline the auto-enrollment. Is there anything else I can do for you, sir?

Speaker speaker_1: No, that's it.

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

Speaker speaker_1: All right.