

## Transcript: Pamela

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### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Yes, I need to see if I got coverage right now, or does it start on the 23rd? Okay. So, um, we could check if your benefits are active, or if it's that, um, the 23rd. Did you receive a text? Uh, it told me it's early enrollment, but I opted out of them last year. Hmm. Okay. So we will- So I need the check. ... double-check if it's, um, your g- your account. If you opted out last year, you shouldn't be auto-enrolled this year, but I could check for you. May I have the last- Uh- ... four digits of your social and the name of the staffing agency you're working for? It's American Staffing Corp., and it's 7015. And your first and last name? Cary Marshall. All right, Mr. Marshall. For security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? Which one? Do you remember what address I had on there? But my date of birth is 11/06/1987. 'Cause I recently moved, so I don't even know if I updated my address or not, and I don't even remember the address I had on file, 'cause it's been a while. Okay. So it's 407 Richerville, Ringaville? Say that again? The 407. 407. Yeah. Do you know that address? It's 40... Hold on. I got that one in my phone. I got, kind of got it memorized. Hold on one second. I got it saved in my phone, so I don't got it memorized. Okay. I'm on phone. Work with me. No problem. If it is easier for you to tell me your whole social, that will be fine. Yeah, it would be. I just recently moved. So I did update it. Go ahead. It's 441-927015. All right. So we have the, uh, the address 407 North Owalla Avenue. That's the one? North Owalla? Mm-hmm. Yeah. Claremore, Oklahoma 74017. Okay. And we have the- Okay. ... telephone number filed for 405-887-2146, and your email is YourFirstName.YourLastName05@Outlook.com and- Yes. All right. 405... When did you start working for Americus? Americus, of course. Well, I've been working for 'em for a while and stuff, but last year I opted out of it and stuff. Mm-hmm. And I just actually enrolled my s- uh, finished the paperwork yesterday- Okay. ... for the new enrollment or whatever. Okay. So you'd be want to be enrolled in the PreRx and the VIP Standard? Uh, I think that's what it was. Yeah. Okay. The, um, uh, Medical Classic or whatever it was, and then, uh, the PreRx for the, uh, prescriptions and stuff. Okay. So just bear with me 'cause I have to d- double-check on the starting date. All right? All right. Just bear with me. Thank you. All right. Um, this is Marshall? Y- yes. So I'm looking here and... in the benefits. I mean, you say you're- Uh-huh. ... waiting for American Staff for a couple of weeks, right? Yes. Okay. So I see that you'd be enrolled in the benefits. Uh, let's see. Um, but the benefit doesn't start until the first week of January 'cause this is company open enrollment. All right. Right? I just- 'Cause on the email it said, uh, 12/23 of '24. Yes. I see- Mm-hmm. ... that in the, the system because you enroll online. Yeah. But, um, but this is the, uh, company open enrollment and those, the benefits do not, um, start on that day. I have to, uh- All right. ... I have to reach out to the, uh, back of the office to make

sure- Ah. ... um, that I'm giving you the correct information. So if anything- Yeah. ... figures out, we reach out to you, but it, that's not the correct, uh, date for the benefits to start. It should be the first week of- All right, so- ... of January. First week of January? Mm-hmm. All right. But I'll, I, I'm gathering- Okay. I'm gathering more information just in case if something has changes and I don't have the information. If it's different, I'll- Okay. ... give you a call back. All right. Uh, how long does it take to get the insurance card and all that? Okay. So after the benefits are active, um, the ID cards take seven to 10 days to arrive. But if you need to- All right. ... use your benefits before they arrive, you could give us a call. If they are generated in our system, we could go ahead and email your temporary ID card or give you the information- I don't have any on me. All right. No, 'cause it... No, 'cause you were enrolled- 'Cause I don't have an insurance card or anything. No, 'cause y- the benefit has to be active before you receive any information. All right. So there's no policy generated yet. Yeah. Okay? All right. All right. Anything else I could do for you? No, ma'am. All right. Thank you for giving us a call today. Have a great rest of the day, sir. You too. Bye-bye.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Yes, I need to see if I got coverage right now, or does it start on the 23rd?

Speaker speaker\_1: Okay. So, um, we could check if your benefits are active, or if it's that, um, the 23rd. Did you receive a text?

Speaker speaker\_2: Uh, it told me it's early enrollment, but I opted out of them last year.

Speaker speaker\_1: Hmm. Okay. So we will-

Speaker speaker\_2: So I need the check.

Speaker speaker\_1: ... double-check if it's, um, your g- your account. If you opted out last year, you shouldn't be auto-enrolled this year, but I could check for you. May I have the last-

Speaker speaker\_2: Uh-

Speaker speaker\_1: ... four digits of your social and the name of the staffing agency you're working for?

Speaker speaker\_2: It's American Staffing Corp., and it's 7015.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Cary Marshall.

Speaker speaker\_1: All right, Mr. Marshall. For security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_2: Which one? Do you remember what address I had on there? But my date of birth is 11/06/1987. 'Cause I recently moved, so I don't even know if I updated my address or not, and I don't even remember the address I had on file, 'cause it's been a while.

Speaker speaker\_1: Okay. So it's 407 Richerville, Ringaville?

Speaker speaker\_2: Say that again?

Speaker speaker\_1: The 407. 407.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Do you know that address?

Speaker speaker\_2: It's 40... Hold on. I got that one in my phone. I got, kind of got it memorized. Hold on one second. I got it saved in my phone, so I don't got it memorized.

Speaker speaker\_1: Okay.

Speaker speaker\_2: I'm on phone. Work with me.

Speaker speaker\_1: No problem. If it is easier for you to tell me your whole social, that will be fine.

Speaker speaker\_2: Yeah, it would be. I just recently moved. So I did update it.

Speaker speaker\_1: Go ahead.

Speaker speaker\_2: It's 441-927015.

Speaker speaker\_1: All right. So we have the, uh, the address 407 North Owalla Avenue. That's the one?

Speaker speaker\_2: North Owalla?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Claremore, Oklahoma 74017. Okay. And we have the-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... telephone number filed for 405-887-2146, and your email is YourFirstName.YourLastName05@Outlook.com and-

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. 405... When did you start working for Americus? Americus, of course.

Speaker speaker\_2: Well, I've been working for 'em for a while and stuff, but last year I opted out of it and stuff.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: And I just actually enrolled my s- uh, finished the paperwork yesterday-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... for the new enrollment or whatever.

Speaker speaker\_1: Okay. So you'd be want to enrolled in the PreRx and the VIP Standard?

Speaker speaker\_2: Uh, I think that's what it was. Yeah.

Speaker speaker\_1: Okay.

Speaker speaker\_2: The, um, uh, Medical Classic or whatever it was, and then, uh, the PreRx for the, uh, prescriptions and stuff.

Speaker speaker\_1: Okay. So just bear with me 'cause I have to d- double-check on the starting date. All right?

Speaker speaker\_2: All right.

Speaker speaker\_1: Just bear with me. Thank you.

Speaker speaker\_2: All right.

Speaker speaker\_1: Um, this is Marshall?

Speaker speaker\_3: Y- yes.

Speaker speaker\_1: So I'm looking here and... in the benefits. I mean, you say you're-

Speaker speaker\_3: Uh-huh.

Speaker speaker\_1: ... waiting for American Staff for a couple of weeks, right?

Speaker speaker\_3: Yes.

Speaker speaker\_1: Okay. So I see that you'd be enrolled in the benefits. Uh, let's see. Um, but the benefit doesn't start until the first week of January 'cause this is company open enrollment.

Speaker speaker\_3: All right.

Speaker speaker\_1: Right? I just-

Speaker speaker\_3: 'Cause on the email it said, uh, 12/23 of '24.

Speaker speaker\_1: Yes. I see-

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_1: ... that in the, the system because you enroll online.

Speaker speaker\_3: Yeah.

Speaker speaker\_1: But, um, but this is the, uh, company open enrollment and those, the benefits do not, um, start on that day. I have to, uh-

Speaker speaker\_3: All right.

Speaker speaker\_1: ... I have to reach out to the, uh, back of the office to make sure-

Speaker speaker\_3: Ah.

Speaker speaker\_1: ... um, that I'm giving you the correct information. So if anything-

Speaker speaker\_3: Yeah.

Speaker speaker\_1: ... figures out, we reach out to you, but it, that's not the correct, uh, date for the benefits to start. It should be the first week of-

Speaker speaker\_3: All right, so-

Speaker speaker\_1: ... of January.

Speaker speaker\_3: First week of January?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_3: All right.

Speaker speaker\_1: But I'll, I, I'm gathering-

Speaker speaker\_3: Okay.

Speaker speaker\_1: I'm gathering more information just in case if something has changes and I don't have the information. If it's different, I'll-

Speaker speaker\_3: Okay.

Speaker speaker\_1: ... give you a call back.

Speaker speaker\_3: All right. Uh, how long does it take to get the insurance card and all that?

Speaker speaker\_1: Okay. So after the benefits are active, um, the ID cards take seven to 10 days to arrive. But if you need to-

Speaker speaker\_3: All right.

Speaker speaker\_1: ... use your benefits before they arrive, you could give us a call. If they are generated in our system, we could go ahead and email your temporary ID card or give you the information-

Speaker speaker\_3: I don't have any on me. All right.

Speaker speaker\_1: No, 'cause it... No, 'cause you were enrolled-

Speaker speaker\_3: 'Cause I don't have an insurance card or anything.

Speaker speaker\_1: No, 'cause y- the benefit has to be active before you receive any information.

Speaker speaker\_3: All right.

Speaker speaker\_1: So there's no policy generated yet.

Speaker speaker\_3: Yeah.

Speaker speaker\_1: Okay?

Speaker speaker\_3: All right.

Speaker speaker\_1: All right. Anything else I could do for you?

Speaker speaker\_3: No, ma'am.

Speaker speaker\_1: All right. Thank you for giving us a call today. Have a great rest of the day, sir.

Speaker speaker\_3: You too. Bye-bye.