

Transcript: Pamela

Blanc-6680883789512704-5997382895353856

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Corps. This is Pamela speaking. How may I help you? Yeah, I was returning a phone call. Excuse me? I was returning a phone call from Justin. Okay. So we are the administrator for the health insurance for a different staffing agency. What's the name of the staffing agency you work for, so I could pull up your file and see, uh- Mannion. Mannion? Mannion. Yeah, Mannion. And the last four digits of the Social? 7379. Your first and last name, sir? Andrew Minnich, M-I-N-N-I-C-H. All right, Mr. Minnich, um, let's see. Can we please verify your complete address and date of birth for security reasons and to make sure we are in the correct file? Yep. 755 Scranton Avenue, Alliance, Ohio 44601. Date of birth is 7/3/1992. Thank you for the information. We have a telephone number on file 330-596-0420, and your email is your first last name 74@gmail.com. Yeah. Okay. So he wanted to let you know that, um... Let's see. So, he wanted to inform you that they're billing correct the deduction amount. Okay. Yeah. So let's see how much you're getting deducted. It's 19... 14 here. I just want to know if I can use it today for my prescriptions. Okay. There you go. You want it, um... So your benefits, yes, they are active. Let me see if... Did you get your ID card or like a, a email copy of your ID? No, I haven't. Not here. Okay. Let me put you in a brief hold so I could pull up that and see if they are generated in our system, and I could email it to you so you will get your prescription. Okay. All right. Thank you. Yep.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits Center Corps. This is Pamela speaking. How may I help you?

Speaker speaker_2: Yeah, I was returning a phone call.

Speaker speaker_1: Excuse me?

Speaker speaker_2: I was returning a phone call from Justin.

Speaker speaker_1: Okay. So we are the administrator for the health insurance for a different staffing agency. What's the name of the staffing agency you work for, so I could pull up your file and see, uh-

Speaker speaker_2: Mannion.

Speaker speaker_1: Mannion?

Speaker speaker_2: Mannion. Yeah, Mannion.

Speaker speaker_1: And the last four digits of the Social?

Speaker speaker_2: 7379.

Speaker speaker_1: Your first and last name, sir?

Speaker speaker_2: Andrew Minnich, M-I-N-N-I-C-H.

Speaker speaker_1: All right, Mr. Minnich, um, let's see. Can we please verify your complete address and date of birth for security reasons and to make sure we are in the correct file?

Speaker speaker_2: Yep. 755 Scranton Avenue, Alliance, Ohio 44601. Date of birth is 7/3/1992.

Speaker speaker_1: Thank you for the information. We have a telephone number on file 330-596-0420, and your email is your first last name 74@gmail.com.

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. So he wanted to let you know that, um... Let's see. So, he wanted to inform you that they're billing correct the deduction amount.

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah. So let's see how much you're getting deducted. It's 19... 14 here.

Speaker speaker_2: I just want to know if I can use it today for my prescriptions.

Speaker speaker_1: Okay. There you go. You want it, um... So your benefits, yes, they are active. Let me see if... Did you get your ID card or like a, a email copy of your ID?

Speaker speaker_2: No, I haven't.

Speaker speaker_1: Not here. Okay. Let me put you in a brief hold so I could pull up that and see if they are generated in our system, and I could email it to you so you will get your prescription.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Thank you.

Speaker speaker_2: Yep.